



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Income Collection Apprentice		
GRADE:	Apprentice	SERVICE AREA:	Finance
JOB CODE:			
REPORTS TO:	Income Team Manager	LOCATION:	Within Walsall Council
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> As a front facing role, this post is covered by the Governments Code of Practice on the English Language Fluency Duty for public sector workers. You will be expected to communicate verbally with customers and provide advice and/or information in accurate spoken English. That in booking leave, regard is had to prevailing and ongoing workloads and deadlines, and also ensuring adequate team cover. Studying towards an appropriate business administration or credit control qualification over the term of the apprenticeship. Appropriate time would be allowed for undertaking training with the provider. Costs relating to provision of the training will be met by Walsall Council. Fixed term post (18 months) 		

1. Main purpose of the job role:

To provide financial and administrative support to the Income Team in order to provide an efficient and effective income collection service whilst undertaking a learning and development programme (see special conditions).

2. Role specific duties and accountabilities:

- Support the Income Team to maximise and secure income due to the Council by taking effective and timely recovery action, including referral of debts to collection agents, providing advice and information relating to debt collection and accurate and timely monitoring of debt.
- Ensure the accurate and timely processing and validation of financial transactions and control documents.
- Effective use of corporate and department systems including the maintenance of data and production of reports to ensure the accurate monitoring and reconciliation of financial information.
- Assist in providing a cost effective best in class customer focussed service, working with customers to ensure that their needs are met.
- Assist in ensuring that corporate, service and team objectives and targets are met.
- Support an integrated approach by working across the service as designated.
- Provide training and support relating to the council's financial transaction systems.
- Support system administration processes as appropriate.
- Effectively manage own workloads and resources as allocated, including input to team work plans.

- Attend and actively participate in working parties and other meetings as appropriate.
- Support the final accounts process and internal audits including ensuring compliance.
- Support the implementation and ensure compliance with processes and procedures to respond to new legislation, guidance, and other changes.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE Income Collection Apprentice	GRADE Apprentice	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Ability to provide income and debt collection administration support	A/I	3
Ability to process financial transactions and use financial systems to perform tasks such as validating invoices, monitoring of data and producing reports	A/I	2
Ability to provide a customer focussed service, including dealing with queries efficiently and communicating effectively.	A/I	3
Ability to apply discretion and demonstrate confidentiality when dealing with matters relating to vulnerable clients.	A/I	3
Ability to gain an understanding of objectives and targets	A/I	3
Ability to support the review of financial systems and processes, identifying and developing improvements and implementing new ways of working.	A/I	2
Ability to show a flexible approach to working.	A/I	3
Ability to manage own workloads and resources.	A/I	3
Ability to demonstrate an understanding of Health and Safety issues.	I	2
Ability to gain and understanding of audits and matters relating to non-compliance of processes and procedures.	A/I	2
Ability to provide the effective delivery of training	A/I	2
Must have the ability to communicate verbally with customers and provide advice and/or information in accurate spoken English.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Must have an interest or experience in developing a career within a financial administration environment.	A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Level 2 Maths and English. Other relevant or prior experience may also be considered as an alternative.	A/I	3

Other Essential Requirements				
An awareness of, and commitment to, equality of opportunity			I	2
Awareness of, and commitment to, confidentiality and handling data			I	2
Prepared by:	Chris Buckard	Date:	16/08/21	