

JOB DESCRIPTION

Job Title: Transport Support and Technology Officer

Directorate & Section/Unit: **Economy and Infrastructure**, Highways and Transport Division

Reporting to: Highways and Transport Systems Manager

Responsible for: Systems and Finance Administration and Support

Salary Grade: Scale 4

DMA Management Level: N/A

DMA Span of Control (Direct Reports): N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To assist in the development, implementation and enhancement of improvements to the units support systems and procedures to meet Corporate and Divisional financial, best value, Digital Strategy, and e-government objectives.
- To assist in the induction process for all new staff joining the unit including financial regulations and procedures and, where required, to provide remedial training for unit staff who interact with financial systems.
- To manage various financial and administration processes for the Transport Commissioning and Logistics Unit with a particular emphasis on financial control, invoice payment, Journals, Purchase Orders and Debtor Accounts
- To provide financial and other generic system support across the Transport Commissioning and Logistics and Transport Planning and Commissioning Units.

Main Activities & Responsibilities:

- To be responsible for the efficient and accurate processing of operator payments for all areas of transport including Fleet Operations, Public Transport, School Travel and Social Services on a daily basis in accordance with defined procedures and to meet agreed timescales.
- To be responsible for all invoice payments relating to transport contracts including telephones, computer systems, office equipment and property.
- To assist in the reconciliation of financial systems used to validate accuracy and create journals to correct any miscoding.
- To issue fuel cards to users, monitor correct usage and record on the database.
- To provide guidance on the use and importance of accurate financial coding including the maintenance of cost centre and cost element lists.

- To provide central point of contact for all operator enquiries relating to financial transactions
- To liaise with Financial Services teams to ensure all enquiries are dealt with speedily and to the satisfaction of the enquirer. All communications, both written and verbal to meet corporate guidelines.
- To work with Unit Managers and Team Leaders to ensure that targets relating to Invoice payment are met and negotiate and monitor a plan to reduce the number of rejected Invoices.
- To publish and maintain standard forms and procedures for use by operators on Worcestershire County Council website.
- To manage on a daily basis the invoice payments electronic feeder system, maintain the documentation and audit trail required by Central Finance and to resolve any rejected transactions quickly including the monitoring of the suspense account. To confirm that invoice payment transactions through the feeder system have been processed
- To be responsible for the creation and monitoring of information relating to internal orders
- To raise purchase requisitions or framework orders as requested and ensure information provided by staff is correct and properly authorised by relevant budget holder.
- To be responsible for raising debtor accounts in accordance with financial regulations and liaise with Central Revenue to monitor collection of income.
- Provide basic support and training across a number of Transport Systems
- To assist with the client recharge and journals procedure ensuring that they are completed to deadline each month.
- To maintain up to date Process Maps and Standard Operating Procedures for BSOG claims as well as other system processes and procedures
- To co-ordinate year end procedures relating to the creation, verification and monitoring of sundry creditors, debtors and journals to ensure an accurate, robust and timely closedown of Council's financial system.
- To assist in the development, implementation and enhancement of improvements to the Unit's financial systems and procedures to meet Corporate and Divisional financial, best value and e-government objectives.
- To manage the administration arrangements for the residual County Car and Lease Car Schemes including specifications, orders, vehicle delivery and maintaining accurate records.
- To provide support where required in other teams within the unit

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job

- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.

Author: SWildblood

Date: April 2024

Date of grading confirmation: April 2024

PERSON SPECIFICATION

Job Title: Transport Support and Technology Officer

Directorate & Section/Unit: Economy and Infrastructure, Highways and Transport Division

Salary Grade: Scale 4

EXPERIENCE:

It is **essential** that the post holder has:

- Considerable experience of financial management and associated reporting and monitoring functions
- Considerable experience of working in a multidisciplinary organisation
- Considerable experience of working with multiple IT systems and technology, assisting with implementation and management of databases
- Considerable experience of delivering training to a variety of audiences and the ability to encourage and improve staff knowledge and team working
- Considerable experience of working with Highways and Transport Services
- Considerable experience of Local Government financial processes including Invoice processing, management of Purchase Orders, Debtor Accounts and recharges.
- Considerable experience of working within a customer driven service and of dealing with complex and contentious enquiries from a range of sources
- Demonstrable experience of liaising with internal and external customers/contractors.
- Demonstrable experience of financial processes for dealing with enquiries from suppliers
- Demonstrable experience of working with financial accounting systems.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Detailed knowledge of working within a finance related field and an understanding of the associated functions and processes
- Detailed knowledge of working with a large, multifunctional organisation
- Detailed knowledge of implementing, managing and coordinating the training of IT systems
- The ability to deliver training to a variety of audiences ensuring engagement and supporting Team working
- Detailed knowledge of working within the Highways and Transport Division
- Detailed knowledge of Local Government financial processes
- Detailed knowledge of working within a customer driven service
- The ability to deal with complex and contentious enquiries from a range of sources
- Demonstrable knowledge of liaising with contractors and suppliers both internal and external
- The ability to interpret financial and statistical data and analyse, report and present information to a range of audiences
- Good negotiation skills and the ability to resolve problems tactfully and with empathy
- The ability to extract and convey information accurately when dealing with enquiries and identify the needs of the customer.
- The ability to communicate issues to a non-technical audience
- The ability to work on own initiative.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- A level 3 qualification or equivalent competences
- Minimum GCSE Grade A-C qualification in Maths and English or equivalent.
- ECDL or equivalent competences

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