



PERSON SPECIFICATION

Job Title: Finance Operational Services (FOS) Officer
Directorate & Section/Unit: Chief Executive – Finance / FOS
Salary Grade: Scale 5 indicative

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

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

- Considerable experience of working in a Finance environment
- Considerable experience in interrogating, maintaining multiple ICT systems in a financial working environment
- Considerable experience of using Microsoft Office.
- Considerable experience of working effectively as part of a team and demonstrate flexibility in approach to tasks.

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

- Considerable experience of working in a relevant service environment
- Considerable experience of Local Government services and customer base in a relevant area
- Considerable experience of delivering support to a relevant customer base in appropriate systems and procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

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

- Detailed knowledge and awareness of services provided, and issues faced by the FOS customer base and FOS Team
- Detailed working knowledge of systems used on FOS such as E5 Financial System, ContrOCC, Caspar, LAS, Synergy
- Demonstrable ability to carry out tasks accurately to specified deadlines, producing information in a clear format, suitable for its audience
- Demonstrable ability to work on own initiative, make decisions to manage own workload, achieve deadlines and meet customer requirements
- Ability to demonstrate a high level of I.T skills, (e.g. Excel, Word, PowerPoint, Outlook, financial systems, etc.)
- Effective communication skills, both written and oral, with the ability to deal with a breadth of confidential information including vulnerable customers and people from all professional disciplines and Officers from all levels of the organisations
- Demonstrable ability to provide an innovative approach to problem solving.

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

- Considerable experience in service improvement.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

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

- A good standard of education including a level 4 or equivalent compensatory experience

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

- Working towards an accreditation in a relevant field where appropriate (e.g. Association of Public Appointees and Deputies APAD).

ADDITIONAL INFORMATION

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

- A commitment to providing a high standard of customer service
- The ability to maintain confidentiality as appropriate
- Commitment to on-going personal and professional development
- Willingness and ability to be flexible in hours worked and to accommodate peaks in workload
- A commitment to equal opportunities and anti-oppressive strategies in employment and service delivery.

Author:

Date: