

## JOB DESCRIPTION

**\*Please note that as a relief worker you may not be asked to complete all of the duties associated with the role, dependent upon the terms and duration of being engaged to work and the requirements of the service**

**Job Title:** Relief Administrative/Finance Assistant  
**Directorate & Section/Unit:** All  
**Salary Grade:** Scale 3 – SCP 5

**Reporting to:**  
**Management Responsibility for:** No formal supervisory responsibility

### Purpose of job:

- To provide effective administrative/financial support

### Main Activities & Responsibilities:

#### Customer Service

- To ensure that customer service and satisfaction remain a high priority at all times
- To act as the first point of contact for the service through telephone, e-mail, internet or face-to-face enquiries, ensuring all queries are resolved or re-directed as appropriate
- To cover Reception and associated duties in respect of all visitors including signing in/out and directing them to the appropriate venue

#### Administrative Support

- To continuously review administrative processes and procedures to identify potential improvements
- To implement new/revised administration systems including telephone procedures, filing manual and computerised, record storage etc
- To assist in project and development work carried out within the team as appropriate. To be responsible for day-to-day administration of projects, including organisation of specific events
- To provide diary management for the team/individual, arranging meetings and minute taking as appropriate
- To extract, manipulate, collate, analyse and present information
- To produce reports and management information as required within non-negotiable deadlines, and distribute information
- To maintain records including personnel, absence, holiday and time attendance records and inventories
- To prepare and issue correspondence including word processed documents, reports, contracts, service agreements, specifications and related documents from dictation, tape and written transcription
- To maintain staff personnel records, mileage, expenses, annual leave, training and sickness records
- To assist in the production of a regular news letters
- To maintain adequate office supplies and keep stock control
- To open and process incoming and outgoing mail

#### Finance

- To undertake, monitor, maintain and assist in developing appropriate financial systems to ensure maximum efficiency and the smooth running of the Service and to contribute to its effective administration
- To provide assistance in maintaining budgets & accounts
- To monitor and reconcile designated accounts, clearing entries as required
- To process payments & invoices including debtor accounts and re-charges
- To contribute to the recovery of debt owing to the authority by applying Worcestershire County Council's debt recovery procedures and to resolve or refer associated queries, including instalment plans
- To receive payments via the telephone from debtors using debit and credit cards and update appropriate electronic records where applicable
- To record and resolve incorrect payments made by Worcestershire County Council, including lost and stopped cheques, recalled and returned BACS, where applicable

- To raise requisitions, orders, internal transfers, invoices, ad-hoc payments, travel claims and expenses claims for payment using SAP and other County Council systems.
- To bank all income and maintain accurate records and filing systems
- To monitor and provide regular detailed financial reports
- To process invoices and claims ensuring the relevant coding, authorisation, approval and payment details are correct
- To administer and reconcile the petty cash Imprest account
- To assist in maintaining and closing the annual accounts
- To assist in the maintenance of the code structure within the general ledger, setting up new codes and hierarchies as required and maintaining the related code lists
- To enter approved journals and accounting transfers into the general ledger where applicable
- To maintain an accurate record of expenditure and income
- To monitor blocked and late paid invoices, advising Officers of outstanding items and assisting in their clearance, where applicable
- To oversee the despatch of daily cheques, daily library reminder letters and monthly payslip dispatch, where applicable
- To oversee the distribution of private telephone bills – where applicable
- To produce weekly, monthly and annual statistics as required using SAP and EXCEL

### **Generic Accountabilities:**

- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this post
- To carry out all the duties required of the post by any appropriate means whether manual, electronic or other, including carrying out at a level appropriate to the post, work related to the use and application of new technology
- To undertake portering duties/receive deliveries
- To maintain cover for the other team members in their absence
- 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
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.

### **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, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff

External: Government Agencies & Departments, Healthcare Professionals,  
Police, Fire, Educational Settings, Suppliers, Contractors, Service providers,  
Statutory and Voluntary Organisations, Adults with Care and Support needs, customers, parents &  
carers, 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: SC/SH

Date:

Date of grading confirmation: GP 5<sup>th</sup> November 2010

## PERSON SPECIFICATION

**Job Title:** Relief Administrative/Finance Assistant  
**Directorate & Section/Unit:** All  
**Salary Grade:** Scale 3 – SCP 5

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

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

#### **Customer Service**

- Experience of providing Excellent Customer Service standards in a customer facing environment

#### **Administration/Finance**

- Considerable experience of working in an administrative/financial role
- Considerable experience of office systems including the production of correspondence and reports, filing, arranging and minuting meetings, dealing with incoming enquiries, diary management, document copying & scanning, keeping records, setting up & using IT equipment
- Experience of setting up and managing administrative/financial systems
- Demonstrable experience of utilising IT systems or ECDL qualification
- Demonstrable experience in accurately undertaking financial calculations and reconciliations
- Has demonstrable knowledge and experience of financial packages (e.g. SAP) and information technology (e.g. WORD, EXCEL) in an office environment
- Experience of reconciling bank/supplier statements/invoices
- Demonstrable experience of processing orders, goods receipting, etc.
- Experience of producing manual and computerised reports

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

- Experience of dealing with a petty cash system
- Budget monitoring experience

### **KNOWLEDGE, SKILLS AND ABILITIES:**

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

- Good communication skills, oral and written
- Ability to convey and record information accurately
- Ability to accurately maintain records
- Demonstrable knowledge of maintaining financial systems
- I.T. skills including word processing/typing
- Ability to work to deadlines
- Good customer care/interpersonal skills
- Ability to maintain confidentiality
- Ability to prioritise own workload to meet the customer requirements
- Ability to relate to all types of clients
- Good literacy and numeracy skills
- A methodical approach to working practices with the ability to work on own initiative.
- Experience in working to tight time-scales and dead-lines

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

- An understanding of local authority administrative/financial procedures
- Basic knowledge and understanding of health and safety legislation

## **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

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

- A good level of general education GCSE/NVQ2 or equivalent (including English and Mathematics)

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

- A First Aid Certificate or willingness to undertake First Aid training where necessary

## **ADDITIONAL INFORMATION**

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

- Awareness of the sensitive nature of work and need for confidentiality
- A professional approach to work and is punctual
- Ability to work flexibly according to service need
- Ability to travel between office and other locations throughout the county – where applicable
- An understanding of and commitment to value diversity and equality of opportunity
- A commitment to continuing with personal and professional development
- A willingness to undertake appropriate training