

JOB SUMMARY

Post Title	Creditor's Payment Assistant						
Job Family	<i>Business Support</i>	Pay Range	3	Line Manager to others?	No	Role profile ref	
Service Area	<i>Business Centre Payments Team</i>						
Line Manager	<i>Payments Team Leader</i>						
Location	<i>Agile / Westridge / County Hall</i>						

Job Purpose To work within the Payments Team and across the Business Centre supporting the day to day running and operation.			
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)			
<ol style="list-style-type: none"> 1. Processing Wightnet forms ensuring timely payments. 2. Processing invoices for payment within timeframes set out with Financial Regulations. 3. Working in accordance with the Councils performance management framework that expects staff to achieve performance targets for all areas of work whilst understanding and following the procedures and processes within the Payment team. 4. Providing excellent customer service using the principles of ownership, quality, accountability and a 'can do' approach. 5. Undertaking training as required including courses thought relevant by the council and anything required by relevant training / course providers should it be appropriate to attend a course. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	Experience of dealing with customers – telephone and e-mail communication with a range of clerical/office experience.	E	
Working knowledge of relevant processes and systems.	Knowledge of Payments transactional activities. Ability to interpret and analyse financial information and basic accounting. Knowledge of SAP.	E D	
Knowledge of the service provided in own area.	Knowledge of payments transactional activities. Knowledge of HMRC VAT, Self- Billing and Construction Industry Scheme regulations.		D D
Understanding of how to deal with Customers and their Data	A good understanding of Customer Care Standards and Data Protection requirements.	E	
ICT skills including use of Microsoft applications.	Knowledge of Microsoft Office packages including Excel & Word.	E	
Good verbal and written communication skills.	Dealing with customer enquires in person, by telephone and correspondence relating to creditor payments and to ensure that customers are kept fully informed in the event of problems.		D
Numerate and accurate with attention to detail.	Good literacy and numeracy skills.	E	
Qualifications			
Role Profile requirements			
Educated to GCSE or equivalent level	Minimum GCSE grade 4-9 (A*-C) English and Maths or equivalent qualification or experience	E	

JOB SUMMARY

Willingness to complete an NVQ level 2, level 3 NVQ or equivalent (dependant on existing qualifications) in Business Administration when agreed appropriate.			
Other Requirements	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
RSA II (Word Processing) or equivalent professional qualification may be required.		E	
Organisation Structure (optional)			