

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Accounts Receivable Assistant	<b>Director/Service/Sector</b> Finance Group/ Financial Services/Transactions		<b>Office Use</b>
<b>Band:</b> 4	<b>Workplace:</b> Wansbeck Square, Ashington		<b>JE ref:</b> 1074 <b>HRMS ref:</b>
<b>Responsible to:</b> Section Head Accounts Receivable	<b>Date:</b> 1st July 2010	<b>Manager Level:</b>	
<b>Job Purpose:</b> To perform, monitor and actively deal with ensuring that the Council Guidelines for the Management of outstanding debt is adhered too.			
<b>Resources</b>	Staff	None	
	Finance	None	
	Physical	Office equipment, workstation	
	Clients	Service managers trying to recover their debts, sundry debtors of the Council.	
<b>Duties and key result areas:</b>			
<ol style="list-style-type: none"> <li>1. Perform the Accounts Receivable process, including the provision of advice to end users.</li> <li>2. To maximise the collection of recoverable Sundry Debt in line with Council policy and best practice</li> <li>3. To monitor repayment arrangements and take appropriate action where required</li> <li>4. Ensure satisfactory response to enquires from Accounts Receivable users and customers of the Council.</li> <li>5. To deal with all customer contact relating to overpayments by telephone, e-mail, post or third party enquiries</li> <li>6. Complete timely reconciliation of various suspense/control accounts.</li> <li>7. Train as appropriate, new team members or update current team members on revised procedures.</li> <li>8. Utilise all options to trace debtors and ascertain information that will assist in resolving issues and clearing debts</li> <li>9. Negotiate instalments or alternative methods of recovery, at the request of customers or their representatives, or acting on information received</li> <li>10. Refer cases for write off if deemed appropriate</li> </ol>			
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.			
<b>Work Arrangements</b>			
Transport requirements:	None		
Working patterns:	Flexible		
Working conditions:	Dealing with potential intimidating situations whilst chasing Council debt by telephone		

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**PERSON SPECIFICATION**

<b>Post Title:</b> Accounts Receivable Assistant	<b>Director/Service/Sector</b> Finance Group/ Financial Services/ Transactions	Ref: 1074
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>A minimum of 5 GCSE's or equivalent, at grade C or above, including Mathematics and English, or three years relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>Any general business related qualifications</li> </ul>	
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Experience of working in a large or complex organisation</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a secure environment</li> </ul>	
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>A sound working knowledge of computerised systems</li> <li>Good written and oral communication skills.</li> <li>Ability to solve problems</li> <li>Ability to work to a strict timetable and to a high level of accuracy</li> <li>Highly motivated</li> <li>Ability to meet tight timescales and deadlines</li> <li>Willingness to actively participate in change</li> <li>Ability to work on own initiative</li> <li>Ability to work as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of Standing Orders and Financial Regulations</li> <li>Knowledge of the Oracle E Business Suite</li> <li>Knowledge of income and debt control procedures</li> <li>Commitment to own personal development</li> </ul>	
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>Able to cope with the intimidating situations when dealing with customers who owe money to the County Council on the telephone.</li> <li>Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations</li> </ul>		
<b>Other</b>		
	<ul style="list-style-type: none"> <li>Licence to drive and access to a motorcar</li> </ul>	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits