

JOB DESCRIPTION

Post Title: Accounts Receivable Assistant	Director/Service/Sector: Revenues and Benefits		Office Use
Band: 4	Workplace: Wansbeck Square, Ashington		JE ref:
Responsible to: Accounts Receivable Team Leader	Date: February 2017	Manager Level:	HRMS ref: 1074
<p>Job Purpose: To perform, monitor and actively deal with ensuring that invoices are raised and issued and all other documentation is processed in a timely manner and that Council Guidelines for the Management of outstanding debt are adhered to. To carry out the recovery of unpaid sundry debt by the most effective method in each case. To advise customers, who include members of the public; public, private and voluntary organisations; and council colleagues, on matters relating to sundry debt.</p>			
Resources	Staff	None	
	Finance	Day to day monitoring of sundry debt accounts and taking appropriate action to collect unpaid debts. Over £55.5 million worth of invoices are issued and monitored each year. Deal with any cheque payments received into the section. Take payments over the telephone using Paye.Net - over £644 thousand worth of payments taken per year in this way. Adhere to strict deadlines.	
	Physical	Operate the Accounts Receivable IT systems, office equipment and workstation. Handle and deal with confidential data.	
	Clients	Clients and sundry debtors of the council, Service officers and managers involved with sundry debt.	
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. To maximise the collection of sundry debt in line with Council policy, legislation and best practice. 2. Exchanging orally and in writing what can be complex and contentious information with a range of audiences, including non-specialists and assisting in debt recovery. 3. To monitor repayment arrangements and take appropriate action when required. 4. Negotiate and set up instalments or alternative methods of recovery at the request of customers, their representatives or acting on information received. 5. To pursue the most effective method of collection action having regard to the particular circumstances of each case. 6. To deal with all customer contact relating to sundry debt by telephone, face to face, e-mail, post or 3rd party enquiries and ensure satisfactory response to all enquiries from AR users and customers including emphasising to customers it is their duty to notify us of any changes in their details and circumstances. 7. Utilise all available options to trace debtors and ascertain information that will assist in resolving issues and clearing debt. 8. Referring cases for potential Court action based on the financial profile of the individual. 9. Set up, maintain and update customer accounts including direct debit, bank information and contact details. 10. Maintain records of periodic invoices and update when information is received from customers or departments. 11. Raise standard invoices, periodic invoices, instalment invoices, standing charges and credit notes. Over 21,000 invoices are raised and handled each year. 12. To deal with all customer contact relating to overpaid invoices by telephone, e-mail, post or third party enquiries. 13. Refer cases to the relevant service area for a decision on service suspension, recommendation for write off or court action when applicable. 14. Train and update as appropriate current and new team members and all AR system users, on revised policies, procedures and systems, including E-Business, Paye.net, ServiceNow, ThreeSixty Online and Northgate. 15. Assist in the development of procedures and make suggestions for continuous improvement to ensure high quality services are delivered. 			

16. Testing of system updates before being applied to the live system.
17. To participate in Team Meetings and service reviews where appropriate.
18. Assist in project work where required and keep up to date with changing legislation and practices.
19. Ensure output of work is in line with service standards and data protection principles.
20. Adopt effective and constructive relationships with colleagues and external contacts to promote effective partnership working for the delivery of high quality services.
21. Attend interviews with customers and/or their representatives at a Council office or other venue as and when appropriate
22. In the absence of the Accounts Receivable Section Head, process the daily printing of invoices, credit notes, reminder letters and balance interfaces to general ledger.

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.

Work Arrangements

Transport requirements:	None
Working patterns:	Flexible
Working conditions:	Dealing with potentially intimidating situations and irate people.

PERSON SPECIFICATION

Post Title: Sundry Debt Administrator		Director/Service/Sector: Revenues and Benefits	Ref: 1074
Essential	Desirable		Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none"> ● Educated to GCSE level or equivalent or relevant experience in the field of sundry debt administration. ● Broad knowledge of council services ● Knowledge of the main operational, procedural and practical issues relating to the service ● Awareness and commitment to proactive customer care ● Awareness of the Data Protection Act. Working knowledge of best practise in service delivery 	<ul style="list-style-type: none"> ● General business related qualifications ● Evidence of personal development ● Basic understanding of insolvency and County Court procedures. 	(a), (i), (r)	
Experience			
<ul style="list-style-type: none"> ● Clerical/administrative experience. ● Experience of being part of a team ● Experience of operating computerised systems ● Desire to provide effective customer care ● Experience of dealing effectively with others 	<ul style="list-style-type: none"> ● Experience of debt recovery work ● Experience of working in a local authority 	(a), (i), (r)	
Skills and competencies			
<ul style="list-style-type: none"> ● Excellent communication skills both written and verbal ● Good Listening skills ● Ability to work to deadlines, timescales and a high level of accuracy ● Ability to work as part of a team ● High degree of confidentiality required ● Ability to keep accurate computerised and written records and reports of action taken ● Must be numerate and apply a methodical approach to problem solving ● Organisational and time management skills ● Diplomacy, tact, influencing and negotiating skills ● Ability to remain calm and logical in difficult circumstances ● Highly motivated ● Willingness to actively participate in change 	<ul style="list-style-type: none"> ● ECDL ● Awareness of standing orders, direct debits and financial regulations. ● Knowledge of Oracle E Business Suite ● Knowledge of income and debt control procedures ● Commitment to own personal development. 	(a), (i), (r)	
Physical, mental and emotional demands			
<ul style="list-style-type: none"> ● Ability to work on own initiative ● The job required general awareness and sensory attention with lengthy periods of concentrated mental attention ● Must be punctual and reliable ● Ability to cope with intimidating situations when dealing with customers over the telephone who owe money to the County Council. ● Ability to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations 		(a), (i), (r)	
Other			
	<ul style="list-style-type: none"> ● Licence to drive and access to a car. 		

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