

Finance System Support Officer Candidate Pack



Finance System Support Officer

Salary band C

£23,706 to 26,107 per annum

Here at Sevenoaks we pride ourselves on treating both our employees and communities we serve with dignity and respect. We are an award winning Council having achieved the **Guardian Public Service Awards 2016** for being financially self-sufficient, are one of the few organisations in the country to retain its **Platinum Investors in People status**. We were voted **LGC Council of the Year 2017** and won a Pushing the **Boundaries of Innovation award in 2018**. The successes of the Finance Team have been recently recognised where the Finance Team has been nominated and is a finalist in the **2020 Public Finance Awards – Finance Team of the Year - Councils**.

We are looking for an experienced Finance Support Officer to join our busy team based at the main Council Offices at Argyle Road in Sevenoaks. You should have a proactive mindset, a 'can do' attitude as well as experience of Accounts Receivable and Accounts Payable. You should also be able to deliver excellent Customer Service to help drive our award winning Council forward. Occasionally, you may be required to work slightly outside of normal office hours so a willingness to take a flexible approach to your duties is essential.

To be successful in this role, you will need to be able to work accurately to deadlines, enjoy working as part of a team but also independently using your own initiative. Full details are contained in the job description.

As you will often be dealing with queries from staff from all levels in the Council including Chief Officers and Members, key to your success in the role is experience of communicating financial issues with non-accounting staff and a high degree of awareness of your customer's needs.

The Finance team is a central part of many of the Council's activities and is driven by the ambition of excellence in financial management. Customer service is a key part of the culture at Sevenoaks District Council and we strive to support all aspects of the authority.

The Team

The Finance Function is made up of the Finance System Support Team and the Accountancy Team, as shown in the attached structure. Both teams work

closely together to deliver Finance support across the authority. As a Finance System Support Officer you will be line managed by a System Finance Officer but will benefit from the experience and knowledge of the accountants and finance specialists you work alongside.

The successful applicant

- Experience of using a large accounting system such as Business World (Agresso).
- Be able to process large volumes of data relating to supplier invoices accurately and respond to and resolve enquiries from suppliers.
- Experience of monitoring Account Receivable customers and taking recovery action as required.
- Knowledge of the different types of income received through the bank and other sources and processing of these items.
- Experience of using Microsoft packages especially Excel.

Interested in the role and want to know more?

Please contact Jackie Weyman, Finance System Team Leader on 01732 227 133 or Sandra Adams, System Support Officer on 01732 227 372 for an informal discussion about the role.

Need advice on how to ensure you have the best chance of being shortlisted?

Read the Job Description and Personal Specification attached to the role and ensure that your supporting statement explains how you meet the essential requirements as your application will be judged against these criteria.

How to get to us

Sevenoaks is only half an hour from central London by train. You will be based at the Council Offices, Argyle Road, Sevenoaks, Kent. TN13 1HG, however due to the current pandemic and current Government advice at the time of advert the role will require a combination of both remote and office based working. A free staff car park is available on site.

Closing date: 5pm on Monday 18 January 2021

Interviews week commencing Monday 25 January 2021

Assessment process: Interview and test

About the role

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About the Council

Sevenoaks District Council is a unique place to work. It's a place where positive and passionate people deliver some of the very best services in local government. We are honoured to be recognised as one of the most efficient, well managed councils in the country, an achievement we work hard to maintain.

There are very few councils that still collect all the rubbish and recycling every week using their own team of people. We are exceptionally proud that the people who work here care deeply about what they do, that they are creative, embrace risk and work hard to deliver exceptional services to our customers and to improve the Sevenoaks District. It's our team of people that makes Sevenoaks District Council unique.

We've worked hard to develop a no 'blame culture' among the people that work here. It's a place where staff take responsibility for the work they do and are empowered to take the decisions that help them to do their job effectively. We encourage new ideas and innovation and provide people with the support and training they need to become the very best at what they do.

Our mantra of 'the customer is anyone who isn't me' helps to grow strong and positive working relationships across our council services, and ensures our residents, businesses and partners receive the very highest quality of service each time they contact us.

Recruiting the right people to our team is incredibly important to us and instrumental to our success. We value personal qualities as much as we do the skills and knowledge to do the job. We want people who can embrace our culture, that have ambition and determination and have the ability to shape our future.

Our vision

We're committed to delivering excellent services. This means we are ambitious for our staff, our customers and our Council. Together we work to shape the District for future generations to make it a great place to live, work and enjoy.

Our mission

To work smarter with an empowering culture, a focus on wellbeing and a dynamic and innovative approach.

The Sevenoaks District provides a great range of housing options whether you are looking to rent or buy.

Many of our staff live outside of the District. With excellent links by road and rail it makes Sevenoaks District Council an employer that is accessible from most parts of Kent and further afield.

The Council is fortunate to have its own car park which, increasingly rarely, is free to all staff to use. The council also supports car sharing and is a member of the cycle to work scheme.

Much of the District is surrounded by beautiful countryside, but our towns and villages have excellent transport links, good schools and a vibrant local economies.

Amongst the national chain stores are thriving local businesses, there are great places to eat and drink and a wonderful range of attractions for days out with friends and family.

The Sevenoaks District has three leisure centres, a range of local sports clubs and its own theatre. So if you have an interest in sport, film, comedy and stage there is something for you.

Transport

Sevenoaks mainline train station is a short walk from the Council offices and regular trains take approximately 30 minutes into central London.

The M25, M20 and A21 are all within a short drive of the Council offices.

Gatwick airport is just over a 30 minute drive and Heathrow airport is just over an hour's drive away.

Sevenoaks town

The Council's offices are based a short stroll away from the heart of Sevenoaks town. Sevenoaks is a busy town centre with a wide variety of shops, restaurants and cafes. There is a regular weekly market, as well as a choice of supermarkets, a theatre and a cinema.

The town also has the advantage of the wonderful Knole Park, including its deer, just a few minutes walk from the door of the offices for those that like to get away from it all during their lunch break.



S

Strong sense of pride in our district

E

Enthusiastic and committed

V

Valuing others, valuing each other

E

Empowered to achieve

N

No blame culture

O

Open to new ideas; dedicated to developing talent

A

Ambitious with our community

K

Keep learning; keep improving

S

Sharing services; working closely with others

Annual Leave

You will be given 24 days annual leave plus any Bank Holidays. An extra five days leave is accrued after five years Continuous Local Government Service as at 1 April. Bank Holidays are pro rata (for part time staff) based on the amount of hours you work. You will be eligible to buy additional leave or have an increased salary by selling annual leave.

Pension

We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a contributory scheme that requires contributions from both employer and employee. The rate Sevenoaks as the employer currently pays is 18.7%. Your contribution rate of 6.5% would be based on your salary.

Health and wellbeing benefits

Free and confidential employee assistance programme

Confidential and expert advice in many areas, including family, legal, financial and consumer issues.

Regular onsite health check appointments available

We regularly offer mini health checks with our onsite Occupational Health Advisor, who offer checks on blood pressure, 'Know your numbers', body mass index, weight, risk of diabetes, stress management tips and 'Take a Walk' tips.

We also offer onsite free flu vaccinations and discounted osteopathy treatments.

Eye care

We offer eye care vouchers on request every two years to staff who use computers for a significant part of their work.

Financial benefits

Free staff car parking

Onsite staff car park, free of charge to everyone.

Cycle to work scheme

You can get a new bike for a significantly reduced cost by saving on tax and National Insurance (and paying for it monthly through your salary).

Staff Benefits

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Season ticket loan

We offer season ticket loans up to a maximum of £5,000, repayable over 12 months.

Car loan

You can apply for a loan up to a maximum of £10,000 to purchase a car, repayable over a maximum of five years at a low rate of interest.

Professional fees

Staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year.

Recognition, Learning and Development

We believe all our employees have the potential to grow, both in their work role and personally, and endeavour to provide opportunities for this growth. We work within recognised good practice guidelines, including Investors in People, to ensure both the quality and quantity of training and development is relevant and “fit for purpose”.

The Talent in Me (TiM)

TiM is open to everyone and there are more than 60 courses available to choose from. Courses are ‘bite-sized’. Each one takes one to two hours to complete and are delivered by our own in-house service experts or external providers.

E Learning

We offer e-learning courses that enable you to train at your desktop, working at your own pace wherever and whenever you want.

Coaching

We offer a tailored coaching programme with a number of professionally trained internal volunteer coaches, designed specifically to support staff performance and development and our culture, with a focus on specific skills and goals.

Apprenticeships

Any member of staff can apply to undertake an apprenticeship. There are now over 200 new apprenticeship standards with more in development.

Family friendly polices

Maternity leave

All pregnant employees are entitled to up to 52 weeks' maternity leave regardless of length of service. Staff who have worked for us for more than 12 months by the time their baby is born receive enhanced maternity pay of the first six weeks paid at 90% of the weekly salary.

Paid paternity leave

Fathers to be or employees who will share the responsibility with a partner for bringing up a child, may have the right to Statutory Paternity Leave and Pay. Employees who have worked for us for more than 12 months by the time their baby is born receive enhanced paternity pay of two weeks full pay.

Flexible working

We are proud to offer a range of flexible working arrangements to all of our staff. We are happy to consider reduced hours, job shares, home working and more, ensuring the needs of the organisation continue to be met.

Other staff benefits

We participate in the Kaarp Benefits Scheme, a voluntary benefit scheme for local authority employees.

The Benefits change regularly but include:

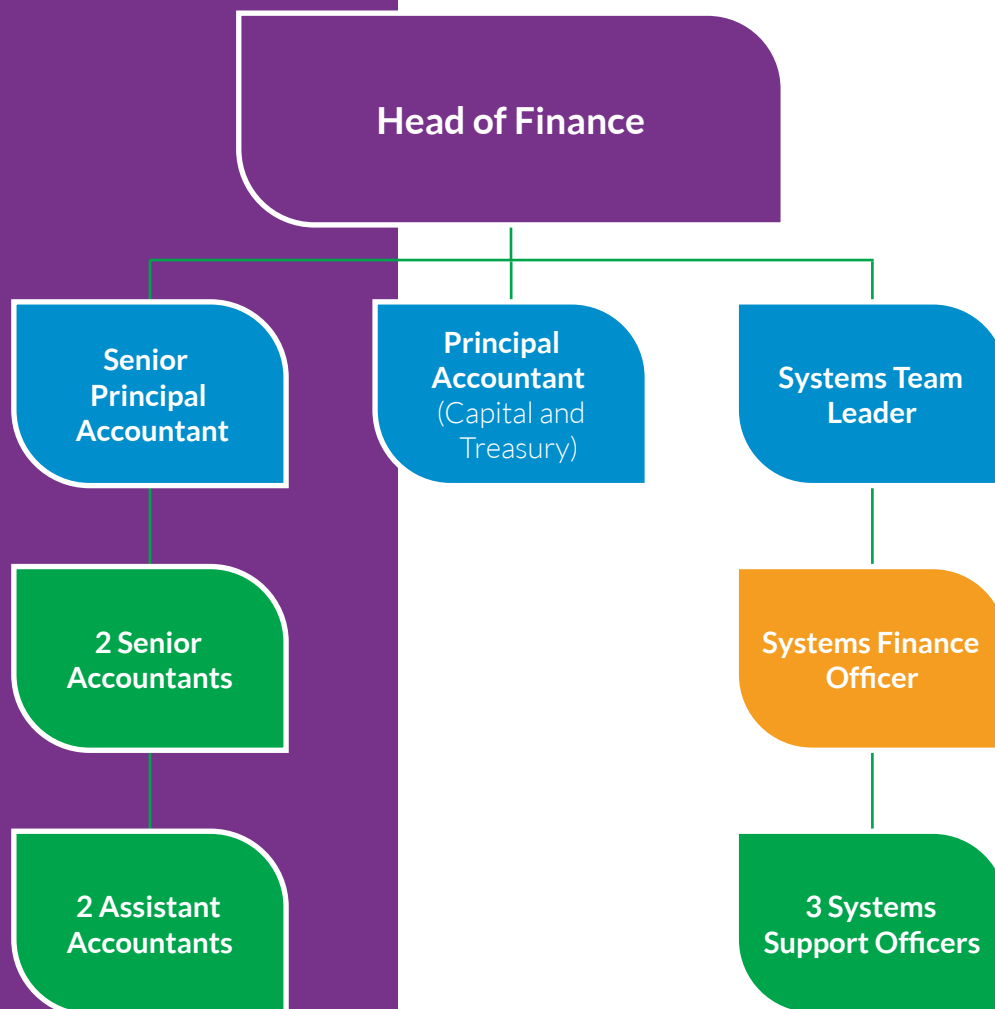
- Activities - discounted theme park entry and/or hotel rooms.
- Finance - special deals, insurance and personal finance.
- Health - money off many sports and fitness centres and golf courses.
- Motoring - discount car club, reduced breakdown cover, car servicing/MOTs and money off driving lessons.
- Shopping - many deals and offers.
- Travel - A travel club, discounts on holiday insurance, hotels and airport parking.
- Local discounts – these include many offers and discounts for restaurants, hotel rooms, hairdressers, dry cleaners and more.

Staff Benefits

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Current Team Structure



Title of post: Finance System Support Officer

Section: Finance

Band: C

Purpose of post: To support users of the Council's Accounting system (Agresso); to assist the Finance System Team Leader in maintaining system integrity by accurate input and control of interfaces with other systems. To undertake transactions relating to Accounts Payable, Accounts Receivable and Income Manager. To work flexibly in order to assist the team in managing peaks in workload.

Key activities:

- To be a member of, and provide input to, the Finance team in a climate of continuous improvement and change.
- Provide support and advice to non-finance users of Agresso to carry out input to Agresso accurately and efficiently.
- Provide support and advice to both internal and external customers either by phone, email or in person to a high standard.
- Support non-finance users of Agresso in obtaining accurate routine information from the system in a way that supports their services.
- Responsible for maintaining system standing information relating to suppliers and customers including creating accounts, making amendments to their accounts, registering interactions with customer and suppliers.
- Scan and index data relating to supplier invoices accurately into Agresso, ensure correct coding to allow internal approval processes to work efficiently and to answer enquiries from suppliers.
- Reconcile supplier statements to Agresso and liaise with suppliers to identify and resolve any queries on the account.
- Control input to the accounts receivable and raise invoices for services such as Building Control and Licensing.
- Process and raise recurring invoices.
- Implement the Council's debt collection policy and undertake regular reports on status of balances and prepare reports for write off or for further action including court action.
- Undertake debt follow up procedures within policy and negotiate with debtors on instalment arrangements.

Job description

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INVESTORS
IN PEOPLE

Platinum
Until 2022


Sevenoaks
DISTRICT COUNCIL

Job description

- Input income information into the system from direct sources (e.g. cash and cheques).
- Prepare letters to customers where the payment method has been rejected by the bank.
- Control input of income information into the system from external interfaces such as council tax and general account including bank statements and input relating to the Council's payment kiosk, and ensure that income is accurately posted to the Councils ledgers.
- Assist the System Finance officer & Finance Systems Team Leader in implementing an effective Agresso training programme.
- Assist the System Finance Officer in training any new members of the team.
- Respond to routine cash replenishment for the payment kiosk and, when required, empty and account for cash and information from the payment kiosk.
- Assist and process petty cash claim and reconcile the card machine on a daily basis.
- Undertake routine reconciliations to maintain system integrity.
- Assist in the maintenance of system information by inputting journals.
- Prepare and run the creditor payment run when necessary.
- Prepare and run the debtor collection run when necessary.
- To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- To participate fully in the Council's staff appraisal scheme.
- To comply with standard employee health and safety at work responsibilities.
- To comply with the Council's Equal Opportunities policy.
- To comply with the Council's Safeguarding policy.
- To embrace the values and behaviours of the Council.
- To carry out any other related duties as may be directed from time-to-time by the System Finance Officer and the Finance Systems Team Leader.

Location

Council Offices, Argyle Road, Sevenoaks,
Kent TN13 1HG

Approach

Essential

- Customer focussed approach.
- Ability to work with people at all levels of the Council.
- Ability to communicate in a manner which is easily understood by non-finance users.
- Willing to take a flexible approach to duties.
- Ability to take a firm but fair approach with debtors
- Ability to take responsibility for own actions.
- Ability to work accurately and methodically under pressure.
- Ability to work independently as well as part of a team.
- Strong attention to detail and focus.

Desirable

- Ability to develop creative and innovative solutions to meeting customer needs

Skills and experience

Essential

- IT competent, particularly Excel and Word.
- Strong oral and written communication skills.
- Accurate spelling and keyboard skills.
- Problem solving skills to identify and resolve disputes.
- Advisory and persuasive skills.
- Experience in using computerised accounting packages.

Desirable

- Understanding of bookkeeping principles.
- Ability to use interrogate Agresso using Browser.
- Ability to interrogate Academy.
- Experience of Agresso Financial systems and reporting tools.

Desirable

- NVQ Level 2 in Finance or Administration.
- NVQ Level 2 in Customer Service.

Qualifications

Essential

- Level 2 qualification in Maths and English.

Other

Essential

- Willingness to undertake any relevant training
- Ability to work flexibly to maintain service to customers and colleagues.

Person specification

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