

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Apprentice Finance Support Assistant

Vacancy ID: 010434

Salary: £8,392 - £15,839 Annually

Closing Date: 22/09/2019

Benefits & Grade

Apprenticeship

Contract Details

Fixed Term for 12 months

Contract Hours

37 hours per week

Job Description

Xentrall is a ground breaking public sector partnership between Stockton-on-Tees Borough Council and Darlington Borough Council. It was set up to deliver key back office transactional services. Xentrall works jointly with both Stockton and Darlington Councils supporting them in the delivery of their services. The services currently being delivered by the partnership are ICT, Design and Print, Xentrall HR and Xentrall Finance. Xentrall also supplies services to other organisations, including Academy Schools. We pride ourselves on delivering high quality customer focussed services and provide a great environment to work in.

At SBC and Xentrall Shared Services we truly value our Apprentices. We recognise that Apprenticeships help us identify new talent, build new skills in our workforce and increase diversity in the workplace. Apprenticeships help us to develop our future skills, to enable us to deliver our ambitious plans whilst also assisting in shaping the apprentice's future. Upon successful completion of the apprenticeship, there may be the opportunity to secure a position within the Council for the right candidate to grow within the organisation.

We are seeking a proactive individual to join our busy finance team within Xentrall Shared Services, undertaking a Level 2 Customer Service Qualification. Please note you must not hold an existing qualification at the same or higher level as this apprenticeship in a similar subject.

Your main duties will be focused around assisting in:

- The delivery of a high quality first line helpdesk and customer support service for enquiries relating to financial activities and financial systems.
- The provision of administrative support to the Xentrall Finance teams.
- Maintaining the Finance System to ensure that financial transactions are accurate, timely and compliant with good practice and that the experience for customers and suppliers dealing with us is friendly and positive.

Essential Requirements:

All candidates are required to meet the essential requirements set out below. Please evidence in your application how you meet the following requirements:

- Functional skills English & Maths Level 2 / GCSE Grade C (level 4) or above
- Excellent ICT Skills – Microsoft Office (Word & Excel)
- Ability to deliver excellent customer service
- Experience working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative
- Excellent Communication and Interpersonal skills
- Ability to work to tight deadlines
- Numerical ability and attention to detail

- Commitment to own personal development

As well as giving you the opportunity to support and develop the finance system to meet future needs we offer a friendly, flexible, professional and modern working environment where individual effort and teamwork are recognised and appreciated both by colleagues and customers alike. This post offers the opportunity to work flexi-time however some occasional out of normal business hours working will be required. You will be given appropriate paid time off work, to attend College and work towards completion of your apprenticeship qualification.

An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service

Apprenticeship Rates of Pay:

Age	Annual Salary April 2019
Under 18	£8,392 p.a.
18 to 20	£11,865 p.a.
21 to 24	£14,855 p.a.
25 and over	£15,839 p.a.

JOB DESCRIPTION

Directorate:
Xentrall Shared Services

Service Area:
Xentrall Finance

JOB TITLE: Apprentice Finance Support Assistant

GRADE: Apprentice Rate of Pay – Minimum Wage for Age

REPORTING TO: Xentrall Team Leaders

1. JOB SUMMARY:

To assist in the delivery of a high quality first line helpdesk and customer support service for enquiries relating to financial activities and financial systems.

To assist with the provision of administrative support to the Xentrall Finance teams.

To assist in maintaining the Finance System to ensure that financial transactions are accurate, timely and compliant with good practice and that the experience for customers and suppliers dealing with us is friendly and positive.

2. MAIN RESPONSIBILITIES AND REQUIREMENTS

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|---|--|
| 1 | Assist in the provision of an efficient, high quality helpdesk and customer support service, which includes: <ul style="list-style-type: none"> Providing first line support for customers both internal and external Providing support, configuration, quality controls and security maintenance to the FMS and cash receipting systems Producing and analysing helpdesk statistics and management information |
| 2 | Assist in ensuring that services, systems and procedures are adhered to and in identifying any issues and remedial actions required |
| 3 | Assist in the daily management of routine system tasks including management of imports and exports in line with agreed timetables/deadlines and verification and amendment of data as necessary |
| 4 | Assist in the maintenance, completion and issue of all files, systems, records and documentation |
| 5 | Assist in documenting faults / queries and monitoring resolution and where appropriate escalating faults / queries to 2 nd line support |
| 6 | Assist in responding to customer requests for assistance and support via helpdesk facilities, email, web activity and personal calls |
| 7 | Assist in the provision of support to all finance functions, including but not limited to: <ul style="list-style-type: none"> Creditor invoice processing and other payments General ledger Project Costing and Billing Car mileage/Expenses Sales and purchase ordering Bank reconciliation Allocation of income |

	8	Provide cover for the Administration Assistant duties when required including ordering, goods receipting, and incoming and outgoing mail
	9	Work towards individual targets and assist the teams in achieving team targets and objectives
	10	General administrative duties: filing, note-booking accounts
	11	Attend team and other meetings as and when required

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated: July 201



PERSON SPECIFICATION

Job Title/Grade	Apprentice Finance Support Assistant	Apprenticeship
Directorate / Service Area	Xentrall Shared Services	Xentrall Finance
Post Ref:	POS007199	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications and Education	<ul style="list-style-type: none"> Functional skills English & Maths Level 2 / GCSE Grade C (level 4) or above <p>Please note: You must not hold an existing qualification at the same or higher level (Level 2 or above) as this apprenticeship in a similar subject</p>	<ul style="list-style-type: none"> 5 GCSE's Level A-C including Maths, English or equivalent 	Application form Certificates
Experience	<ul style="list-style-type: none"> Working as part of a team (this could be in a sporting, educational, work or social setting). 	<ul style="list-style-type: none"> Experience of using Agresso or similar finance systems Customer Service Experience Experience of working in Administration/finance environment 	Application / Interview/References
Knowledge and Skills	<ul style="list-style-type: none"> IT Skills and ability to use Microsoft Office e.g. Word and Excel Committed to excellent customer service 	<ul style="list-style-type: none"> 	Application / Interview/References

	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills both verbal and written • Be articulate and able to converse confidently in a pleasant and professional manner. • Ability to work as part of a team as well as demonstrating own initiative • Numerical ability • Attention to detail • Ability to prioritise work and meet deadlines 		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> • Demonstrate the Council's Behaviours which underpin the Culture Statement. • Committed to own personal development. • High personal standards of self-discipline • Highly motivated, and not easily discouraged • Flexible approach to work 		Interview/References
Other requirements			

Person Specification dated: July 2019

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is

the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.