

Northumberland County Council

JOB DESCRIPTION

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

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

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