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| **Job Description** |
| **Post title** | Finance & Administration Officer |
| **JE Reference No** | N9134 |
| **Grade** | 5 |
| **Service** | Resources |
| **Service Area** | Business Services - REAL |
| **Reporting to** | This post is accountable to the Income and Admin Finance Coordinator |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To work as part of a team providing effective administration support to the Culture and

Sport Service. This is a generic role and the post holder will be required to support financial and administrative tasks such as requisitioning; maintaining databases; income monitoring and debt progression; statistical analysis and reporting.

The Service provides a range of services including Leisure Centres, Libraries, Durham and Bishop Auckland Town Halls, the Gala Theatre and both the DLI and Killhope museums. Administration is a centralised function but may require some on-site working.

In addition the post holder will be required to challenge and streamline existing systems and working practices to remove unnecessary processes and create efficient communication and work streams. A flexible approach must be adopted at all times and the ability to cover a range of tasks is essential

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| **Duties and responsibilities** |

* Supporting and assisting the Office Services management team in the day to day delivery and development of the Administration function in accordance with the Council’s Policies and Financial Regulations.
* Provide general administrative support across the Improvement and Development function as directed by the Administration Co-Ordinators.
* Provide on-site administrative support as directed by the Administration Co-Ordinators.
* Assist with the formulation and development of policies, practices, initiatives and procedures in respect of the administration function.
* Deal with enquiries from internal and external customers using a ‘one-stop’ approach, resolving any issues arising as a result of that contact.
* Maintain up to date records of orders and invoices ensuring they have been dealt with in accordance with Council procedures.
* Ensure that any contractual obligations with suppliers, contractors and performers are met in terms of payment for the theatre, festival and events programme.
* Maintain service databases to ensure data integrity and enable accurate reporting.
* Assist with the preparation of Direct Debit payment runs for the Leisure Management System. Process defaulted payments arising and identify suitable case for debt progression.
* Maintain any financial analysis records to track performance and indicate profit or loss for individual service areas.
* Assist with maintenance of grant/funding records, preparing reports in accordance with terms and conditions.
* Maintain and monitor staffing records as directed by the Administration Co-Ordinator.
* Assist customers wishing to book service run spaces for events. Administer the booking and support process, maintaining client liaison throughout.

The above is not exhaustive and the post holder will be expected to undertake any duties which

may reasonably fall within the level of responsibility and the competence of the post as directed by

the Head of Service

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 in a relevant subject or equivalent.
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| Experience | * Experience of financial and/or customer account administration
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| Skills & Knowledge | * Excellent customer service skills
* Ability to communicate effectively
* Ability to assimilate knowledge quickly and multi-task
* Ability to process information with a high degree of accuracy
* Knowledge and experience of IT
* Good time management and organisational skills
 | Knowledge of Culture and Sport services |
| Personal Qualities | * The ability to work as part of a team and also using own initiative
* Flexible and adaptable approach to work
* Motivated to provide an effective service
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