

Income Officer

Reports to: **Income Manager**

Direct reports: **N/A**

Evaluation: **453 points**

Grade: **N5**

Reference: **A4453**

Purpose

To contribute towards the timely and accurate allocation of payments received in accordance with Council policy and procedures

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To process, verify, validate and allocated payments accurately and timely.
2. To proactively investigate unidentified income and allocate it accurately from suspense accounts to prevent enquiries from budget managers.
3. To ensure that controls and reconciliations are carried out accurately and timely on financial transactions and that they are recorded in accordance with financial regulations and procedures.
4. To undertake quality assurance and compliance checks as required.
5. To respond to customer and client enquiries and provide advice and guidance where appropriate.
6. To liaise with colleagues across the council as well as with external stakeholders, and clients where appropriate.

7. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.
8. To contribute towards business process improvement and actively promote eChannel and customer/client self-service enablement.
9. To contribute towards implementation of financial policies and procedures across the council.
10. To participate in specific projects as required.
11. To promote and implement the Council's equality policy in all aspects of employment and service delivery.