

 Xentrall Shared Services Delivering Excellence for All		JOB DESCRIPTION
Directorate: Xentrall Shared Services		Service Area: Xentrall Finance
JOB TITLE: Finance Assistant		
GRADE: E		
REPORTING TO: Xentrall Team Leader		
1.	JOB SUMMARY: To assist in the provision of an efficient and effective finance service to customers. To undertake all duties to contribute to the achievement of a high-quality service in accordance with specified service standards. To work towards team and individual targets and objectives.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Provide and give support to all service functions, including: ▪ Processing of creditor invoices and other payments and liaison with relevant services and authorisers to ensure timely payment ▪ Set up, amendment and verification of supplier and customer accounts ▪ Processing of sales order and credit note requests ▪ Collection and administration of sundry debtor income including taking telephone payments ▪ Bank reconciliation ▪ Allocation of income including identification and processing ▪ Transactional finance queries
	2	Administer all processes, documentation, input into and output from finance systems effectively and efficiently
	3	Assist in the maintenance, completion and issue of all files, systems, records and documentation
	4	Participate in reviews of the service, processes and procedures and deliver improvements through the production and introduction of new documents, equipment, technology and procedures as required
	5	Effectively and efficiently manage enquiries and requests for information via calls, e-mails and web activity including management of the generic email boxes ensuring items are printed off and queries investigated and responded to
	6	Assist in the provision of guidance and advice to all customers

	7	Maintain good relations with customers and ensure adherence to the highest standards of customer care
	8	Deal with telephone enquiries and undertake general clerical work as appropriate
	9	Enhance the image of the service by promoting awareness of services and achievements

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.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

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.

	Name:	Signature:	Date
Job Description written by: (Manager)	Andrew Storey		
Job Description agreed by: (Post holder)			

Job Description dated: May 2019



PERSON SPECIFICATION

Job Title/Grade	Finance Assistant	Grade E
Directorate / Service Area	Xentrall Shared Services	Xentrall Finance
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications and Education	- Numerate with good use of English, written and oral - Demonstrable potential for further development	5 GCSE's Level A-C including Maths, English or equivalent - Working towards relevant NVQ	Application form Certificates
Experience	- Customer service experience - Previous experience in an administrative/accountancy environment	Experience of using Agresso or similar finance systems	Application / Interview/References
Skills	- Ability to prioritise work and meet deadlines - Ability to communicate by phone and email and develop excellent working relationships - Ability to work as part of a team as well as demonstrating own initiative - Ability to work effectively towards performance targets	Experience of using Agresso or similar finance systems	Application / Interview/References

	• Computer literacy/word processing and excel skills • Numerical ability		
Specific behaviours relevant to the post	Demonstrate the Council's Behaviours which underpin the Culture Statement. (Flexibility, confidentiality, tact and attention to detail)		Interview/References
Other requirements			

Person Specification dated: May 2019

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development & Regeneration	SERVICE AREA: Xentrall
JOB TITLE: Finance Assistant	
GRADE: E	
JOB LOCATION / BUILDING: Dunedin House, Columbia Dr, Thornaby, Stockton-on-Tees TS17 6BJ.	
REPORTING TO: Finance Team Leader (Collections)	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		X

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: - o Inhaled, e.g., lead dust, fume or vapour. - o Ingested, e.g., lead powder, dust, paint or paste; or - o Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		X
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		X
Working at Heights - Safety Critical: Employee will be required to work at a height .		X
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		X

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		X
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		X
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		X
Lone Working (including Home Working): Employee will be required to work alone.		X
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>		X
Any Other: Please identify any other known risks associated with this job role.		X

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: 

Date: 26/04/2024

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk