

Context statement

To accompany job description and person specification when required

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Job title: Finance Assistant – Credit Control (AR)

Directorate/Service/Team: Corporate Development, Finance and Commercial, Accounts Receivable (AR)

Organisation Structure

Finance and Commercial is the responsibility of the Corporate Director Finance and Commercial, who is the designated deputy Chief Financial Officer. The Corporate Director reports to the Executive Director for Corporate Development, and is responsible for Pensions, Commercial and Procurement, Strategic Finance, Policy and Compliance (Finance), Operational Finance and Revenues and Benefits, and provision of certain financial services to external bodies such as Tricuro.

The Commercial and Procurement function is headed by the Service Manager for Commercial and Procurement who reports to the Corporate Director who is also the Deputy CFO and provides accountancy and financial support to the four Directorates of Corporate Development, Place, People – Adults and People - Children.

The Commercial and Procurement Service includes Procurement, the Purchasing Hub, Accounts Payable, Accounts Receivable, Credit Control and Income Generation.

The Commercial and Procurement Function oversees whole authority procurement for goods, services and work and purchasing in line with public contract regulations. In addition, it also has responsibility for the payment of all invoices, collection of income and credit control processes along with existing and future income generating activities

The Finance Assistant – Credit Control post reports to the Finance Officer – Credit Control post who in turn reports to the Service Manager.

The wider Finance and Commercial function are on a journey as part of Local Government Reorganisation to:

- remove duplication
- achieve convergence savings
- continue to provide a quality service offering
- help the organisation to transform.

Transformation is key for financial services as we will not achieve the required level of savings simply by reducing headcount. We must think more creatively about what our key outcomes should be and how we enable these rather than continuing with traditional methods of delivery.

The Finance and Commercial team work flexibly. Most of our work is office-based in Dorchester but integration into service team is often required to improve service delivery.

The Finance and Commercial team operate a hot desk arrangement with 7 desks to 10 people.



The Commercial and Procurement Service has several key responsibilities;

- Compliance with standards, guidance and legislative requirements
- Procuring Goods, Services and Works
- Contract Management
- Managing Supplier relationships
- Managing whole authority purchasing activities
- Delivering best value
- Vendor management
- Processing and payment of all invoices within agreed timescales (Receivable and Payable)
- Managing all income into the authority
- Managing debtors
- Statistical returns and reporting
- Developing revenue generating activities.
- Managing advertising and sponsorship

The Council has an annual spend of more than £360m on goods, services and works. The Commercial and Procurement Service has responsibility for the end to end procure to pay process to ensure compliance and best value is achieved for the council. The Service also manage the processing of all invoicing, income into the authority, credit control and revenue generating activities to help support service delivery.

The Accounts Receivable team are responsible for processing all income into the authority via the various bank accounts, taking of payments, the invoicing for monies owed to the council for the delivery of goods and services and the management of our customer records via the SAP system.

Context of Work

As a Finance Assistant (Grade 5) in the Credit Control team you can expect to work with Service Users, suppliers, budget holders, and internal finance and administrative colleagues based both across the council and within our own directorate.

The Finance Assistant – Credit Control will be responsible for ensuring all monies received by the Council is allocated in an accurately and timely manner and debt is effectively managed. The main tasks will include;

Income

- Process cash and cheques as received using the Cash Receipting system.
- Balancing end of day receipts.
- Preparing lodgement slips for banking.
- Checking amounts received in Head Office Collection Accounts (HOCAs) against those submitted on the Collection & Deposit (C & Ds) sheets from our establishments.
- Uploading C & D sheets into SAP and clearing HOCAs to a zero balance.
- Processing of returned cheques.

Rota duties (daily tasks)

- Authorising new customer numbers through SAP and DES screens.
- Running and distributing the invoices and red reminders for those delivered by email and by post.
- Checking emailed requests for copy invoices and credit notes.
- Dealing with emailed queries from customers and colleagues.
- Uploading bank files for NatWest and Santander on a daily basis.
- Allocating County Fund Account BACS payments.
- Uploading BACS payment services reports for cancelled and returned Direct Debits.
- Processing AUDDIS for new Direct Debit customers.
- Running Direct Debit collections for monies due.
- Printing and filing of remittance advices from email box.
- Processing inter-authority transfers as required.

Additional duties will include;

- Clearing customer accounts.
- Contra clearing for NatWest and Santander.
- Provide cover for monthly statistics for CPMI.
- Provide cover for monthly exporting of data and printing invoices for services ordered through the Nexus website.
- Provide cover for monthly allocation of streamline recharges.
- Provide cover for setting up new Govpay services.
- Printing and distributing establishment paying in books when requested.
- Taking card payments over the telephone.
- Checking and uploading Garden Waste invoices spreadsheet.
- Printing Gypsy/Traveller statements.
- Processing refunds using Non-Trade Payment Requests.
- Completing and uploading Roundabout Sponsorship invoices.
- Ordering printing stationery.

All work should be undertaken in accordance with the all corporate policies and procedures and the General Data Protection Regulations which came into effect in May 2018.

Travel Requirement

The post holder may be required to travel to meetings and operational premises within the County, although most of the work will be based in Dorchester.

Other information

The Finance and Commercial Service Plan will set the scope and vision of the service for the future years as the authority goes through transformational change. This context statement has been prepared and will be maintained by the service.

Context statement prepared by:			
Manager	Head of Strategic Finance	Date	October 2019