

**Job Description**

**Department:** Strategic resources

**Division/Section:** Shared Transactional Services

**Job Title:** **Payments Processing Officer**

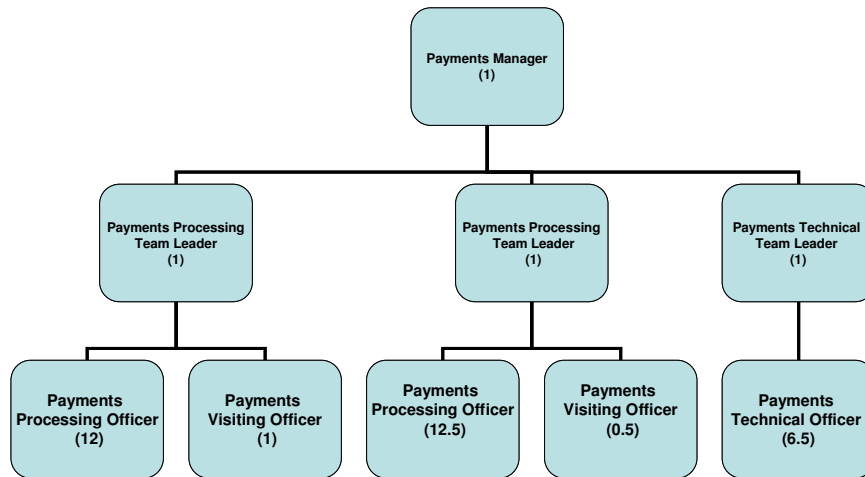
**Post No:**

**Grade:** 6

**Reports to:** Payments Processing Team Leader

**Organisation Chart:**

Show immediate manager and any jobs reporting to this post.



**CRB Check applicable?**

Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes  No

**Line Management responsibility for:**

**No. of direct reports:** None

**No. of indirect reports:** None

**Size of budget:**

**No budget management responsibilities**

**Job Purpose:**

To provide an accurate, effective, economic transactional processing service administering determining and putting into payment benefit claims; processing payroll and pension data processing creditor's invoices and credit notes.

## Main Duties and Responsibilities:

1. Assess and determine benefit entitlement for new claims and changes to claims. Input of claim information onto integrated computer systems and checking output ensuring all special circumstances and statistical requirements are met. Ensure that the correct evidence and information is obtained in accordance with current standards required by legislation, DWP guidance and local procedures, for example the verification framework.
2. Process information received from the DWP in respect of benefit claims including Local Authority Input Documents (LAIDS), Electronic Data Transfer (ETDS) and access secure DWP data through the CIS system.
3. Process Housing Benefit Matching Service (HBMS) data and take action as appropriate.
4. Make decisions on the recovery of benefit overpayments liaising with the Income section as required.
5. Make recommendations to the Payments Processing Team Leader in respect of requests for backdating of benefit.
6. Deal with requests from claimants for the revision or reassessment of benefit entitlement.
7. Refer cases to the Fraud Section/Advisory Section in accordance with procedures.
8. Process requests for Discretionary Housing Payments.
9. Ensure that claims are referred to the Rent Officer in accordance with legislative requirements.
10. Maintain accurate records and prepare written communications to the customer and other agencies to obtain information and in response to enquiries.
11. To be familiar with all aspects of the Council's Payment system and procedures.
12. To process supplier invoices through the Payments system in a timely manner to ensure that deadlines and targets are met.
13. Undertake general housekeeping on the Payments system as directed by the Payments Processing Team Leader to ensure that system integrity and security is maintained.
14. Process Payroll data including new starters and leavers, mileage and overtime claims to meet monthly deadlines and issue monthly payslips.
15. Ensure that accurate staff records are maintained and the payroll system is updated to reflect changes in personal data that affect pay calculations, for example, sickness and maternity leave and annual increments,
16. Ensure that the data held is sufficient and in a format that meets the legislative requirements for reporting and annual returns for HMRC, National Insurance and the LGPS.
17. Produce and issue relevant tax forms, for example, P45, P60 forms to employees in accordance with HMRC requirements.

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 21/06/2010      **COMPLETED BY:** Cathy Hipkin

## Person Specification

**JOB TITLE:** Payments Processing Officer      **POST NO:**

**GRADE:** 6      **DEPARTMENT:** Strategic resources

**HOURS:** Full time

**DIVISION:** Shared Transactional Services      **DIRECTOR:** John Harrison

**DATE:** 21/06/2010      **COMPLETED BY:** Cathy Hipkin

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of the aims / objectives of the service and of Manor Drive (A/I)</li> <li>• Good understanding of the main rules and guidance used by the other teams in the service (A/I)</li> <li>• Detailed understanding of at least one of the following areas Payroll and Pensions, Accounts Payable, Housing and Council Tax Benefits A/I)</li> <li>• To have a working knowledge of document management systems. (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>• To have an understanding of welfare benefits. (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>▪ .Ability to communicate effectively with a wide and diverse range of customers (A/I)</li> <li>• Be customer focused with a understanding of customer needs and expectations (A/I)</li> <li>• An ability to respond positively to any changes in working practices (A/I)</li> <li>• Ability to work on own initiative and plan and prioritise own workload (A/I)</li> <li>• An effective team worker who contributes positively to the team's success (A/I)</li> <li>• Ability to work to challenging deadlines in a performance driven office (A/I)</li> <li>• Ability to interpret complex legislation and guidance (A/I)</li> <li>• Accurate with attention to detail, particularly when working to tight deadlines (A/I)</li> <li>• The ability to be innovative and forward thinking. (A/I)</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working as an effective and positive contributor to a team (A/I)</li> <li>• Experience of using Microsoft Windows and Office software. (A/I)</li> <li>• Demonstrable experience of working to tight</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Academy /Benefit system (A/I)</li> <li>• Experience of using Northgate payroll system(A/I)</li> </ul>

	<p>deadlines within a performance driven office (A/I)</p> <ul style="list-style-type: none"> <li>• Demonstrable experience of dealing with a variety of customers (A/I)</li> <li>• Demonstrable experience of using specialist software systems used in a processing environment e.g. Anite Document Management System.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Oracle Financial system (A/I)</li> <li>• Experience of using Anite document management system (A/I)</li> </ul>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level with a minimum of 4 passes at grade C or above (or equivalent) (A)</li> </ul>	
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Willingness to work outside of normal working hours to meet the needs of the service.(A)</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities.(A/I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A/I)	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (A/I) Application / Interview, (P) Presentation, (W) Written Test.]*