

Job Description

Department: Strategic resources

Division/Section: Shared Transactional Services

Job Title: **Payments Technical Officer**

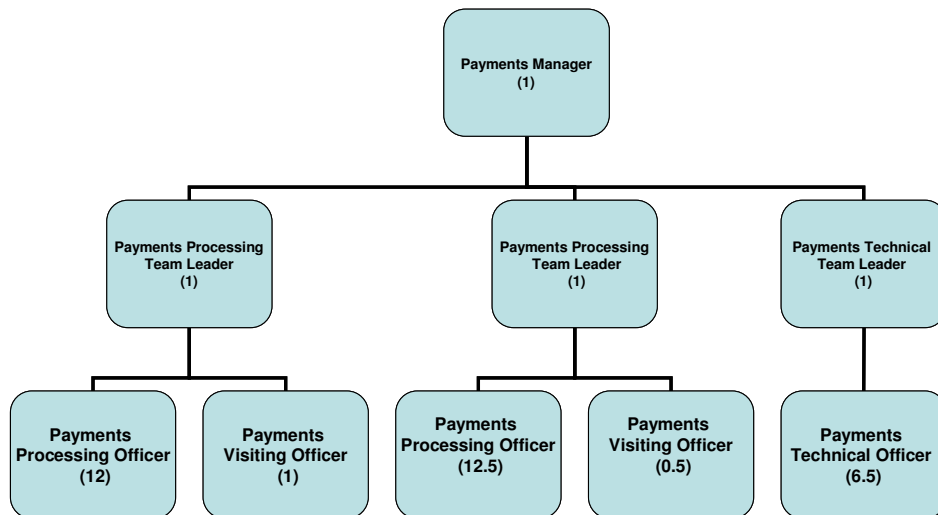
Post No:

Grade: 8

Reports to: Payments Technical 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 technical advice and expertise to stakeholders and colleagues across the Payments function, including Housing Benefits, Payroll and Accounts Payable. Dealing with complex enquiries and operational issues escalated by the Payments Processing Team. Ensuring that legislation and statutory requirements are adhered to across the service.

Main Duties and Responsibilities:

1. Keep up to date with all relevant technical legislation and best practice. Ensure that legislation and policy is accurately interpreted and applied, and where necessary, work with stakeholders and others to resolve queries. Provide specialist advice and support to Payments Processing Officers and staff as required.
2. Problem solve to overcome complex day to day issues raised by the wider team.
3. Work with the Payments Team leaders and the Operational Support Team to ensure that technology meets and will continue to meet all business needs in line with changing legislation and working practices.
4. Assist the Payments Team Leader in resolving any shortfalls in service delivery and work with colleagues to deliver service improvements. Assist with the development of processing systems and procedures to ensure all processing staff process work effectively and efficiently in line with best practice.
5. Provide specialist knowledge to assist with the introduction of changes to the statutory and system process framework and the development and implementation of revised working practices.
6. Ensure all payroll and pensions output is in accordance with statutory requirements and service level agreements and that all payrolls, third-party payments and PAYE deductions are reconciled monthly, and any discrepancies are resolved in conjunction with Strategic Finance.
7. Ensure that data protection is applied to all payroll records. Ensure that retention of payroll records is in accordance with statutory requirements.
8. Produce complex payroll including overpayment calculations and recovery.
9. Sign off monthly payrolls and BACS as allocated.
10. Draw down correct external customer funds on a monthly basis funding is properly authorised and available.
11. In conjunction with Operational Support run monthly and year end processes and returns for payroll and pensions, including HMRC returns P35/P11D, Teachers Pensions and LGPS returns. Ensure reconciliation of all records in line with regulatory and legislative requirements.
12. To be familiar with all aspects of the Council's systems and procedures to enable the most efficient and effective operation of invoice processing and management of the Construction Industry Scheme.
13. Liaise with suppliers and Council Departments to resolve disputes regarding disputed invoices to enable payment to be made in accordance with Council policies.
14. Ensure that interfaces into the payments system from other Council systems are input accurately and correctly, resolving issues promptly
15. Provide a lead by example approach to departments on prompt payment of invoices and general advice in accordance with published systems and procedures. Provide timely reports and information on outstanding invoices.
16. Decide on the backdating of benefit for claimants based upon the recommendations made by the Payments Processing Officers.
17. Determine benefit entitlement for complex claims including those from the self employed,

persons from abroad, students and homeless and temporary accommodation cases.

18. Review HB/CTB claims where a Revision request or Appeal has been made. Prepare detailed and comprehensive case papers for the Tribunal Service and present the Authorities case at the Tribunal Hearing. Ensure that that Revision requests and Appeals against HB/CTB entitlement and decisions are dealt with in a timely manner and are dealt with in accordance with the legislation.
19. Prepare reports and documentation for Benefit claims and agree cases for referral to the Fraud Section in accordance with procedures.
20. Assess HB/CTB claims and determine whether underlying entitlement should be awarded in overpayment cases, liaising with the Income and Fraud teams as required.
21. Respond to complex enquiries and complaints. Member and MP enquiries and correspondence received from the Local Government Ombudsman.

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 Technical Officer **POST NO:**

GRADE: 8 **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
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of the aims / objectives of the service and of Manor Drive (A/I) • Good understanding of the main rules and guidance used by the other teams in the service (A/I) • To have a working knowledge of document management systems. (A/I) • Detailed understanding of at least one of the following areas Payroll and Pensions, Accounts Payable, Housing and Council Tax Benefits.(A/I) 	<ul style="list-style-type: none"> • To have an understanding of welfare benefits. (A/I) •
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Analytical, mathematical and problem solving skills ▪ Ability to communicate effectively with a wide and diverse range of customers (A/I) ▪ Good oral and written communication skills. • Be customer focused with a understanding of customer needs and expectations (A/I) • An ability to respond positively to any changes in working practices (A/I) • Ability to work on own initiative and plan and prioritise own workload (A/I) • Ability to interpret complex legislation and guidance (A/I) • The ability to be innovative and forward thinking (A/I) • Accurate with attention to detail, particularly when working to tight deadlines (A/I) • Ability to work under pressure, unsupervised within tight deadlines. • Ability to exercise own judgement, making frequent decisions • High level of literacy and numeracy. • Good presentation skills. 	

EXPERIENCE	<ul style="list-style-type: none"> • Demonstrable experience of working as an effective and positive contributor to a team (A/I) • Extensive experience of using Microsoft Windows and Office software. (A/I) • Demonstrable experience of working to tight deadlines within a performance driven office (A/I) • Demonstrable experience of dealing with a variety of customers (A/I) • Demonstrable experience of using specialist software systems used in a processing environment e.g. Anite. 	<ul style="list-style-type: none"> • Previous experience of delivering service improvements through more efficient working methods and better use of IT systems.
QUALIFICATIONS	Educated to GCSE level with a minimum of 4 passes at grade C or above (or equivalent). (A)	<ul style="list-style-type: none"> • IPP Diploma or Certificate. • IRRV technician or equivalent. (A)
PERSONAL CIRCUMSTANCES	Willingness to work outside of normal working hours to meet the needs of the service. (A)	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities.(A/I)	
CUSTOMER CARE	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: (AI) Application / Interview, (P) Presentation, (W) Written Test.]