

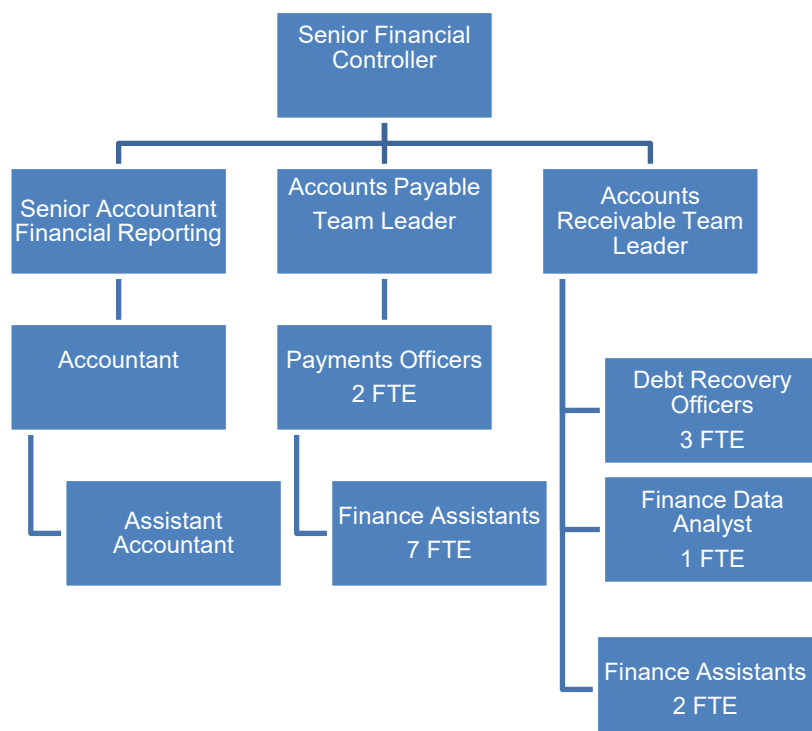
Job Description and Person Specification

Job title:	Finance Data Analyst
Directorate:	Resources
Service:	Financial Reporting & Property
Team:	Financial Reporting
Post number:	05472
Salary grade:	E
Work location:	Market Street
Reports to:	Team Leader – Accounts Receivable
Supervises:	Not applicable

Job Purpose

- Provide monthly performance data to help understand, improve, and enhance service delivery.
- Complete monthly reconciliations, in accordance with the monthly timetable.
- Work closely with the Team Leader to streamline processes and procedures
- Manage and monitor recurring invoicing on relevant customer accounts.
- Ensure that charges are applied correctly to customer accounts, processing adjustments as and when required.
- Working alongside council service teams to resolve queries bringing matters to a satisfactory conclusion.
- Undertake all data analysis requirements for the Accounts Receivable team.

Structure Chart



Main Duties and Responsibilities

- Provide monthly in-depth KPI analysis and team performance data for key stakeholders.
- Complete monthly control account reconciliations in accordance with the monthly timetable.
- Provide monthly arrears reports to relevant service teams.
- Set up and maintain appropriate systems to ensure that property rents are charged appropriately and reflect tenancy start & end dates.
- Liaise with relevant Service Teams to set up recurring invoices in relation to property rents and other regular charges.
- Ensure that recurring invoices are checked and processed in a timely manner.
- Set up and monitor instalment plan arrangements for customers.
- Work closely with cashiers to provide allocation details and identify mis posted cash.
- Develop and maintain good working relationships with other internal service teams to ensure the accuracy of customer accounts.
- Attending liaison meetings with relevant service teams as and when required.
- Maintain accurate client records/details in Agresso, keeping full records of communications ensuring that relevant systems are used effectively and efficiently with due regard to traceability, security, and confidentiality.
- Deal with queries in line with corporate service standards.
- Adhere to legislation, financial regulations, team policies and procedures and timescales.
- Proactively seek ways of streamlining and improving processes to ensure the maximization of Council resources.
- Work effectively to meet deadlines and adapt to urgent re-prioritising of workload.
- Deal with ad hoc administration duties relating to the Accounts Receivable team.
- Assist with maintenance and upgrading of the relevant Council financial systems – as and when required.
- Respond to Freedom of Information requests, as directed.
- Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.

Scope (impact on/control of resources, people, money etc)

- Responsible for administration of Sundry Debt Customer Accounts.
- No line management responsibility.
- No budget responsibility.

Person Specification

Qualifications	Essential/ Desirable
GCSE English, Mathematics, and IT A-C or equivalent	E
AAT Qualified or part qualified	D
Level 2 in Administration/IT	D

Experience	
Experience of working in a similar admin/financial environment	E
Using excel spreadsheets and Microsoft word (intermediate level).	E
Dealing with customers and dispute resolution including call handling and face to face meetings	D
Experience of liaising with other service teams within an organisation to enhance service delivery.	D
Experience of dealing with vulnerable adults and their Representatives	D
Knowledge and understanding	
Familiar with electronic financial systems	E
Administrative systems	E
Knowledge of charging and debt recovery processes	D
Skills and abilities	
Ability to use Outlook, and a web browser to access information	E
Ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E
Ability to communicate complex messages to a variety of audiences using various communication methods including telephone, writing, by e-mail and/or in person	E
Aptitude for understanding financial systems	E
Ability to work with competing and different priorities and deadlines	E
Logical and structured approach to problem solving	E
Work-related personal qualities	
Be adaptable and flexible and maintain personal resilience in response to competing priorities	E
Manage your own workload and be able to self-motivate	E
Be a reliable and conscientious team player	E
Work efficiently whilst maintaining accuracy	E
Ability to work to strict deadlines	E
Proactively and efficiently undertaking admin duties	E
Excellent communication skills	E
Confidentiality, tact and sensitivity	E
Other work-related requirements	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
Enhanced DBS check with relevant barred list/s	No
Is this post politically restricted?	No