

CORPORATE CUSTOMER SERVICES**ASSISTANT INCOME MANAGEMENT OFFICER****AA1 OR AA2 OR EGI****JOB DESCRIPTION****JOB SUMMARY:**

This role forms part of the States' Shared Services Centre, The HUB, which delivers corporate business support services on behalf of a range of Service Areas and Committees across the States of Guernsey. The services currently provided by the HUB include HR Admin (including recruitment), the delivery of payroll and pensions administration, operating Accounts Payable and Receivable and the provision of the SAP Support and Capita Helpdesk services.

RELATIONSHIPS:

The post holder will be responsible to the operational Team Lead and will need to develop close working relationships with staff across the HUB and with related Finance staff across all Service Areas/Committees, and partners. There will be frequent contact with States debtors in respect of the Accounts Receivable service.

MAIN DUTIES AND RESPONSIBILITIES:

- Ensure all services are delivered according to prescribed policy and corporate objectives across various Committees with differing procedures and outcomes.
- Support the delivery of effective time critical Accounts Receivable services for internal customers such as the Dairy, Harbour, Guernsey Waste, Education & Health & Social Care. This includes issuing accurate invoices, some of which include attachments to States debtors and health insurance companies, which are submitted through the use of their portals and via email.
- To assist in the issuing of and management of Cadastre invoices and payments ensuring that systems transactions have been actioned in all systems.
- To process & allocate payments received from customers in a timely and accurate manner, to avoid the system producing and sending out unnecessary reminders to customers and generating further investigatory work.

- Undertake maintenance of SAP Customer Master Records for use by all Committees to ensure data quality. Record accurate information & process Direct Debits setup to strict deadlines and validate any submission errors. Respond to customer requests received over the telephone, face to face, via e mail and through the role.
- Administration of standing orders, BACS payments, direct debits and other automated payments relating to outstanding debts.
- Support the processing of BACS files, to facilitate the payment to vendors, employees and Committees on a weekly/monthly basis. Verify bank details in line with 'Know Your Customer' guidelines & lodge the necessary information on the customer account.
- To assist with daily banking and funds transfer processes.
- To utilise various software applications including on-line banking, SAP, Lapis, PTX, Pay360 and MS Office products, as well as the integration of these applications into day to day business operations;
- To support the Recoveries Team with the collection of outstanding debt and assurance that payments are being allocated accurate and in a timely fashion;
- To support the Income Management Team Lead as & when required.
- Other duties commensurate with the grade and nature of the role to support colleagues across the breadth of the Customer Services team, but primarily Income Management functions.

KEY CRITERIA:

1. Approachable and pro-active personality with proven experience in delivering services within a customer focussed support services environment, and the desire to provide the best possible service to customers.
2. The ability to understand accounts receivable services.
3. Ability to understand and assist with banking processes such as CHAPS, BACS and recommend the use of secure automated/online payment services.
4. Good team player with the ability to relay accurate information to a wide range of internal & external customers and build client relationships with all parties.
5. Self-motivated and capable of maintaining high standards in a busy environment.
6. Good level of written and, oral communications skills. Ability to empathise with clients personal circumstances and communicate appropriately in difficult circumstances.

DESIRABLE

7. SAP experience, familiarity or knowledge of Finance related SAP components.

8. Experience and knowledge of States Rules for Financial Administration.

PROGRESSION THROUGH THE GRADES

Inexperienced Assistants will normally be appointed to AA1 grade. Progression to AA2 will be dependent upon the ability to carry out the full range of duties with minimal supervision. Progression to EGI will be dependent upon Officers working at the higher level across the full range of duties to include the Daily Bank Projections, processing ad hoc payments upon request and Direct Credit/Debit files. Providing support to the Income Management Officer/Team Leader and having developed excellent client relationships, working accurately and at pace.

KEY COMPETENCIES:

Leadership

- Understand what is required of them in their role and how this contributes to the team & Service Area priorities.
- Consider how their own job links with and impacts on colleagues and others in partner organisations.

Changing & Improving

- Co-operate with and be open to the possibilities of change and consider ways to implement and adapt to change in own work role.

Making Effective Decisions

- Investigate and respond to gaps, errors and irregularities in information.
- Think through the implications of own decisions before confirming how to approach a problem/issue.

Leading & Communicating

- Act in a fair and respectful way in dealing with others.