

JOB PROFILE

Job Title:	Income Team Leader
Service Area:	Controls, Risk and Performance Team.
Grade:	8
Reporting Manager:	Controls Risk & Performance Manager
Direct reports:	2 - Income Officer, Accounting Technician (Debtors)

Job summary:

Responsible for the management and system administration of the Sales Ledger System. Responsible for the Management of the Cash Receipting & Income Management system. Responsible for all upgrades and releases relating to the areas managed, liaising with the Controls, Risk & Performance Manager. To be responsible for the implementation of new modules and system enhancements and subsequent training to all users. Responsible for the management of the Income Officer and Accounting Technician (Sales).

Responsible for the reconciliation of the Sales Ledger system and accounts and provision of advice, guidance and training to users.

Responsible for the bank reconciliation and the regular reconciliation of control accounts, including the Careline Stock recharge, as set by the service's target dates.

Key responsibilities:

To provide advice, guidance and one to one training to all levels of staff on all aspects of Sales Ledger processes within the Council, to ensure compliance with Financial Regulations and adherence to best practice.

Responsible for managing the daily maintenance and control of the Sales Ledger and maintaining the workflow and hierarchies. Responsible for the daily upload and reconciliation between the Cashiering system and the Sales Ledger system, ensuring all income is correctly accounted for. Identifying and correcting differences requiring a sound knowledge of the financial and cashiering system.

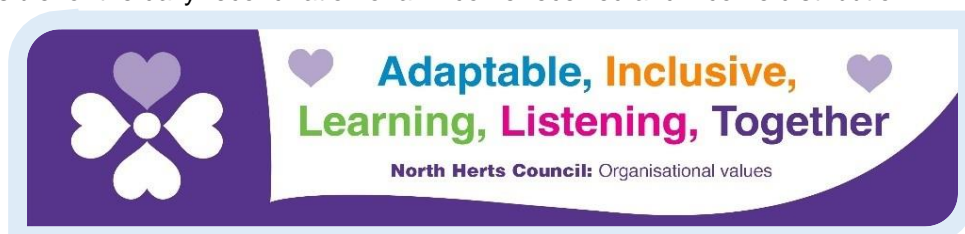
Responsible for managing the period end and year end closure routines on the sales ledger module, in line with the Controls, Risk & Performance Managers target dates.

Responsible for monitoring the daily invoices and credit notes produced by departments and the production of Quarterly Invoice Templates.

Responsible for producing and distributing monthly arrears reports to users, monitoring debt levels and taking action where required.

Responsible for management of the Cashier Suspense Account and the correct identification and posting of amounts within that account.

Responsible for the daily reconciliation of all income received and income distribution.



Responsible for liaising with Northgate Sale ensuring adherence to councils defined practices and procedures. Ensuring the daily reconciliation of funds from Northgate Sale and NHC.

To assist in the management of the Credit & Debit Card contract and the introduction of additional card payment facilities throughout the council.

Responsible for managing the day-to-day queries of all internal and external customers providing advice and guidance as required.

Responsible for managing the refund procedure.

Responsible for setting up customers with direct debit payment method from raising the initial paperwork to completing the mandates on the system, to dealing with direct debit amendments/ cancellation rejects.

Responsible for alerting the originating department to changes in customer circumstances for recurring template invoices as advised by external sources.

Responsible for ensuring BACS rejects and returned cheques are processed and advising departments of any action required.

Responsible for ensuring the accuracy and timeliness of the DD runs on Sales ledger and sending through PTXsystem.

Responsible for testing and developing any sales ledger or cashiering system upgrades, checking compatibility to any bespoke software patches. Liaising with the software providers and the IT section.

Responsible for informing users of any system changes, giving advice and refresher training where required.

Responsible for liaising with the software providers, advising of any product improvement requests raised by users, logging and progressing reported issues on the helpdesk

Responsible for ensuring that Sales Ledger write offs are compliant and approved in line with Financial Regulations.

Responsible for managing the training of new and existing users when procedures and the system changes. Organising group or one to one training or providing refresher training. The training is tailored to individual needs, dependent on user capability.

Responsible for the production and maintenance of the Sales Ledger Training Manual and all other procedure notes relating to the postholders area of responsibility. Responsible for updating the manual where required and ensuring that the copy held on the intranet is kept up to date.

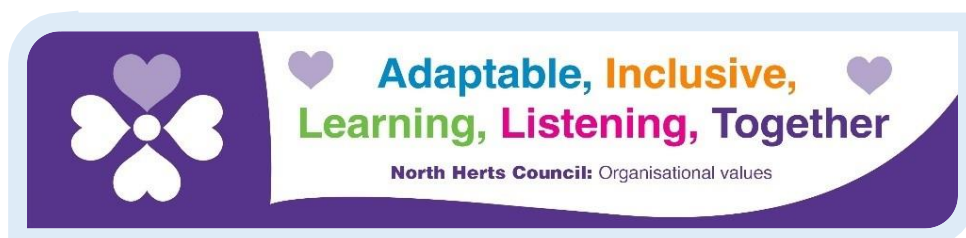
Responsible for the regular production of Sales Ledger Performance Monitoring Information in line with the authority's Performance System key dates and the regular updating of the Councils performance and risk software Pentana.

To represent the Authority at both Internal and External System User Group Meetings.

Responsible for the bank reconciliation and the regular reconciliation of control accounts as set by the service's target dates. Responsible for analysing the financial data imported from a number of feeder systems, requiring a sound knowledge of the Council's key financial feeder systems. Responsible for ensuring that all relevant items highlighted by the reconciliations are dealt with in a prompt and appropriate manner.

Responsible for identifying and correcting any miscoding's to the control accounts

Responsible for the reconciliation and input of the payroll files and controls accounts.



Responsible for providing reconciliation working papers that comply with both internal and District Audit standards to service deadlines.

Responsible for the collection and investigation of Direct from bank payments. Ensuring there is a scanned invoice for all those payments. Responsible for liaising with the bank on queries and ensuring funds are correctly accounted for.

Responsible for uploading the information into cash management in line with the sections target dates for closure of each period.

Responsible for the administration of the RBS purchase card scheme and adherence to Financial Regulations.

Responsible for setting up and monitoring E-Stores and associated web pages where required.

Provide advice and guidance for service users on the control and reconciliation of accounts and data that come within the units control. This may require advising departments when a persistent problem is identified and advising on procedural issues to correct recurring issues.

Provide information to internal staff, suppliers, Audit Commission, external inspectors, bank and other statutory bodies as and when required.

Provide assistance and cover for the Accountancy Technicians (All Accountancy Teams).

Responsible for liaison with Audit on Sales Ledger and Cashiering matters and implementation of any recommendations.

To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://www.north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Educated to GCSE standard or equivalent, including Mathematics and English	E
	AAT qualified.	E
Job related experience & knowledge:	Experience of being able to prioritise a diverse workload effectively, against competing deadlines.	E
	Excellent problem solving and decision-making skills, with experience of displaying initiative to improve systems and procedures.	E
	Minimum of 2 years relevant experience of working with Sales Ledger Financial Management and Income Management systems and carrying out system administration. Experience of Control accounts and reconciliation of complex accounts.	E
	Experience of developing and delivering one to one and group training to a variety of audiences.	E



	<p>Experience of developing crystal reports to meet the needs of a variety of audiences / purposes.</p> <p>Computer skills on Windows based applications, word and excel</p> <p>Computer skills on financial systems and report writing software, with the ability to learn new software.</p> <p>Project management skills– Ability to plan and oversee project developments in order to deliver required outcomes</p> <p>Extensive knowledge of banking and cash collection procedures</p> <p>Experience of assessing, evaluating and applying new methods and processes which make the best use of resources and meet strategic priorities.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Skills & attributes required for the role:	<p>Computer skills on financial systems and Crystal/Business Objects report writing software.</p> <p>Knowledge of Income Management Software.</p> <p>Excellent interpersonal skills with experience of challenging, influencing and working collaboratively with all levels of staff</p> <p>Excellent Communication Skills –Experience of dealing with staff at all levels</p> <p>Problem solving skills</p> <p>Training skills necessary to be able to train users of the Sales Ledger system.</p> <p>Reconciliation and analytical skills necessary to be able to reconcile complex control accounts under direct responsibility</p> <p>High level of attention to detail</p>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other:	<p>Experience of working within a team environment.</p> <p>Flexible, motivated and the ability to work unsupervised Ability to communicate well at all levels, in both written and oral form.</p> <p>Ability to organise and prioritise workloads and meet deadlines.</p> <p>Experience of managing and co-ordinating other team members in order to ensure strategic priorities are met.</p> <p>Local government experience.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>

Signed.....

Date.....

