

Post Specification

Post Specification - Key Information

- **Post Title:** Purchase to Pay and Accounts Receivable Subject Matter Expert
- **Date:** September 2021
- **Post Group Number:** 6695
- **Job Family:** Business Support
- **Job Family Role Profile:** OS7
- **Final Grade:** Grade 7

To be read in conjunction with the job family role profile.

Service Area Description

This post is within the Purchase to Pay and Accounts Receivable team which is a key delivery mechanism for the Council's services, to its customers both internal and external, its partners, officers and members, and the Council's digital strategy.

As part of the Purchase to Pay and Accounts Receivable team this role is essential to ensure the efficient and robust delivery of the Council's statutory obligations whilst also ensuring a good customer experience.

Purpose of this Post

To support the delivery of an efficient, robust and quality service centre operation that delivers a good and improving customer experience in line with the council's obligations.

To acquire in-depth knowledge of services and process requirements and delivery. To share this within and amongst teams to ensure the adoption of best practice, to improve the customer experience and improve efficiency. To perform team tasks and assist with workflow management as required to deliver services within SLAs and to the required quality.

Key Job Specific Accountabilities

1. Provide guidance to the team facilitating learning and assisting with team workload to ensure work is completed to quality and within timescales. Share knowledge and document processes.
2. Providing operational support by organising workflow, working in and across teams as necessary.
3. To raise and assist in resolving issues, making suggestions for improvements and assist in implementing both in own team and in others as appropriate.
4. Acquire knowledge and develop expertise in other areas. Build relationships to facilitate cross team learning and implementation of service improvements
5. Complete team work demonstrating a high degree of skill, experience, quality and efficiency.
6. Ensure adherence to policy, regulatory and statutory requirements and adherence to and implementation of audit recommendations

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** No direct budget responsibilities
- **Staff Management Responsibilities:** Organise and co-ordinate the work of staff as required. Support the team leader as required.
- **Other:** None

Essential Criteria

- **Qualifications:** (Required qualifications for the post)
- NVQ level 2 or 3 or appropriate experience
- **Knowledge:** (Essential knowledge required for the post)
- Superior level of knowledge that has been applied to achieve better outcomes
- Maintain knowledge of work area, processes and systems to ensure skills and compliance are up to date
- **Experience:** (Essential experience required for the post)
- Evidence of supporting colleagues both in own and other teams to deliver service and achieve good customer outcomes
- Experience of stakeholder management, and influencing to get agreement and best outcomes
- Evidence of suggestions and experience of service and process improvements.
- Adherence to policy, regulatory and statutory requirements
- Adherence to and implementation of audit recommendations
- Ability to communicate with individuals at all levels of the organisation both internal/external
- Ability to compile and analyse statistical data / information
- Proven track record of providing clear, balanced advice and guidance on work issues.
- Experience of working in a Local Authority environment.
- Experience of managing complex systems handling large volumes of data
- **Expertise:** (Essential expertise required for the post)
- Highly skilled and experienced in at least one area of the Purchase to Pay and Accounts Receivable team with the ability to acquire expertise in others
- Highly developed interpersonal skills and consistent demonstration of a one team approach

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Working with minimal emotional demands
- **Physical Demands:** Mainly office based
- **Working Conditions:** Office Based
- **Other Factors:** N/A

Other Factors:

- *This could include e.g. requirement to travel, or requirement to work outside of normal office hours*