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**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at [https://greater.jobs/locations/stockport/](#)

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| **Role:** |  | CSS Officer Finance |
|  |  |  |
| **Service Area:** |  | Finance |
|  |  |  |
| **Directorate:** |  | Corporate and Support Services |
|  |  |  |
| **Salary Grade:** |  | Scale 3 |

**About the Job**

**Main Purpose of the Job**

As a CSS Officer, you will support the delivery of services offered by Corporate and Support Services Directorate.

**Key Responsibilities**

Summary of responsibilities and key areas:

**You will be deployed to work within the Transactional Finance Team on the SAP AR (Accounts Receivable) team.**

With some supervision or direction, provide general, effective workplace support to the service where deployed

The list below provides a brief overview of the range of activities that may be undertaken by this role. It is not a comprehensive list of activities.

* Provide customer support through the Council’s SAP Accounts Payable and PECOS e-procurement systems, primarily in relation to invoice processing to ensure prompt payment to the Council’s suppliers.
* Process invoices for payment ensuring payments are made in accordance with payment terms agreed with suppliers.
* Reconcile cash being received for services and ensure banking of cash is carried out effectively.
* Process Cheque Payments, Scan Coin Cash Payments, Direct Debit Mandates, Standing Orders and Post Office Payment Card Applications. Customer's payment methods have to be input in accordance with specified deadlines.
* Ensure payments received are processed effectively through the CIVICA system.
* Provide customer support through the Council’s finance systems.
* **Provide customer support through the Council’s SAP Accounts Receivable system, ensuring payments are received in accordance with payment terms agreed with Customers and debt recovery.**

You will also contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.

1. Problem Solving/Creativity/Maintaining standards

* Perform tasks requiring a good knowledge of routine and work area policies and procedures.
* Resolve routine problems in a thorough and timely manner, seeking guidance and instruction as needed.
* Work within job-specific deadlines and schedules set by Supervisor.
* Requires assessment of situations and use of workplace procedures. Some interpretation may be required.
* Work as part of a team, understand how the role contributes to the team’s priorities and is familiar with the work of the service area.
* Use of machinery to undertake moderately complex tasks
* As appropriate, create moderate to complex and confidential documents, spread sheets and presentations
* Organises diaries and room bookings for meetings

2. Responsibility and accountability

* Responsible for ensuring the support offered is as responsive and as flexible as it can be to customer requests.
* Respond to expected enquiries and refer to line manager or supervisor for more complex enquiries

3. Communication

* Communicate established processes and procedures to a range of audiences as required.
* Communicate detailed information/advice within own work area.
* Answer general questions and refer more complex questions and difficult customers to supervisor/line manager.

4. Decision Making

* Duties and activities will be guided by specific instructions, standard practices, and established procedures that generally require some interpretation.
* Offer suggestions to solve basic problems in immediate work area.
* Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.

5. Knowledge & Skills

* Good standard of working knowledge to undertake a range of tasks in the allocated work area
* Keep up to date with issues relating to the work of the team and department
* Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team
* Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training.
* To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
* To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

**Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

**About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

* Working to the Council’s values and behaviours by:
* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence
* Showing value and **respect** to our colleagues, partners and customers.
* Experience of working flexibly across teams to support projects and activities, in a financial, administrative or similar role.
* Experience of following procedures, guidance or frameworks.
* Ability to negotiate and deal with a diverse range of customers.
* Ability to interpret information.
* Ability to work accurately to deadlines.
* Effective organisation, verbal and written communication skills.
* Being open to learning and taking a positive approach to keeping knowledge and skills current.
* Understands and actively supports Stockport Councils diversity and equality policy.
* To meet Stockport Council’s standard of attendance.
* A willingness to be flexible in a changing environment.
* Demonstrable numeracy, literacy and ICT skills at Level 2 (GCSE) or above, or a willingness to undertake development in this area as appropriate.