

## TRANSACTION TEAM ASSISTANT

Reference No.	G077.01(3)	Type	Generic
Service	Revenue & Commercial Services		
Job Family	Para Professional 3	Grade	FC5

### Purpose

By implementing legislation, guidance and procedures, correctly calculate payments to be made to staff; pensioners or suppliers. Ensure all council recruitment follows HRs safer recruitment guidelines; ensure Establishment is accurate and maintained.

Ensure any advances or overpayments to be dealt with. All payment runs to 3<sup>rd</sup> parties are made on daily basis.

All teams to work to agreed KPIs to maximise efficiency for Fife Council and its internal and external customers.

To provide advice and resolve customer queries through various communications channels.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Ensuring accurate processing of payrolls including the identification of common errors/efficiencies in process.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**    **D**

Previous experience in a financial/customer service background (Deliver results – See 'How We Work Matters' framework)

✓

Educated to SVQ2 level (4 qualifications at intermediate 2 level or above) or equivalent in a business/customer service

✓

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
	Recognised relevant professional qualification e.g. Payroll Alliance; Certificate in pensions administration; Customer Care		✓
Reconciling, processing third party payments, Salary Sacrifice Schemes and audit.	Taking a proactive approach to managing own workload	✓	
Calculating and administrating pension benefits for the Local Government, Police, and Teachers compensation pension schemes.	Ability to provide a regular and effective service	✓	
Controlling the Councils establishment, identifying breaches in policy.			
Advertising Council jobs and all activities associated with this process.			
Carrying out call handling duties.			
Maintaining personnel files.			
Providing an accurate payroll processing service.	Ability to work with and engage with customers on a regular basis to obtain an accurate assessment of their financial and non-financial circumstances. (Focus on customers)	✓	
Ensuring steps taken to recover overpayments or to make advances.			
Assessing and providing accurate pension payments to pensioners; deferred pensioners; redundancies or ill health.			
Calculating compensation payments.			

## Role Profile

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Paying suppliers within our KPI's.			
Maintaining bank account details in a secure manner ensuring required checks are carried out.			
Assisting Fife Council Managers to advertise vacancies. Completing safer recruitment checks within defined KPIs.			
Providing first line support for input or queries (Shared Service Desk).			
Understanding, interpreting and applying legislation and regulations where applicable.	Ability to interpret and understand policy, procedures, regulations and legislation	✓	
Operating and maintaining the main systems the Council uses to manage its payroll; HR information; recruitment portal; pensions system; invoice processing and supplier bank account maintenance and Shared Service Desk.	Ability to use databases, spreadsheets, word packages etc. effectively (Embrace technology and information)  Knowledge and experience of the Council's in house financial systems	✓	✓
Taking responsibility for accuracy of own workload ensuring it is processed within set timescales and the correct decision applied in accordance with the legislation, regulations and guidelines set.	Ability to manage own workload and prioritise cases (Take ownership)	✓	
Explaining decisions to customers and advising any appeal procedures where they disagree with the decision.	Ability to interpret and understand policy, procedures, regulations and legislation	✓	
Analysing key performance information and recommending solutions that will increase efficiency within the Transaction Team for both the Council and its customers.	Ability to interpret and understand and advise customers on relevant policy, procedures, regulations and legislation	✓	

## Role Profile

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	Proven analytical skills		✓
Liaising and communicating with other Council services, and external customer such as 3 <sup>rd</sup> parties; trusts; admitted bodies; suppliers; job centre.	Ability to communicate both oral and written effectively To work confidently with a range of customers both internal and external	✓ ✓	
Identifying areas for improvement in processes and where appropriate suggest new ways of delivering quality services. Participating and assisting with deliver of specialised projects related to service improvements.	Comprehensive understanding of the role and objectives of the service	✓	
Assisting with other Council areas as and when deemed appropriate.	Ability to work under pressure and deliver to deadline (Work together)	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
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## TRANSACTION TEAM ASSISTANT - PAYROLL PROCESSING AND CONTROL

Undertaking reconciliation and accounts work for Transaction Team ensuring all payments are made, allocated, refunded and reconciled. This includes the BACs runs, Bankline payments; Chaps and Cheques.	Ability to reconcile cash and bank records in relation to all payments made on behalf of the Transaction Team	✓	
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## TRANSACTION TEAM ASSISTANT - SHARED SERVICE DESK

Providing cover and support for transaction team lead officer to monitor and manage the calls received into the desk. Ensuring KPIs are met and all calls are dealt with appropriately. Looking at efficiencies through types of calls and work with service catalogue to move calls onto self service.	Ability to interpret types of calls and volumes to provide efficient service	✓	
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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results