



# Role Profile

## FINANCE SUPPORT ASSISTANT

Reference No.	A4844	Type	Individual
Service	Finance		
Job Family	Admin & Clerical 3	Grade	FC3

### Purpose

To provide an efficient and effective support service in a professional manner in line with business requirements.

Providing a customer-oriented approach, delivering a service which is responsive to customer needs.

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

Providing a comprehensive support service: such as maintaining and testing computer systems and processes to support service delivery, data/word processing, preparing, and distributing documentation, financial transactions, printing, scanning, copying, mail handling, and customer contact duties.

Take a pro-active approach to managing workload and engaging with other services both internally & externally ensuring a very high level of accuracy at all times and within set timescales.

Using current computer based applications carry out a range of duties including:

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

**E**   **D**

Experience of working in an office using current computer based applications to carry out a range of duties

✓

Educated to SCQF level 4, which includes National 4 with core skills modules or Standard Grades at General level or O' Grades or equivalent

✓

Ability to provide a regular and effective service

✓

Customer Service Professional Qualification

✓

Experience of non-standard corporate systems

✓

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<ul style="list-style-type: none"> <li>• updating/maintaining existing systems to enable the prompt retrieval of data, e.g. cash management system, spreadsheets, databases, correspondence.</li> <li>• collating/providing management/statistical information</li> <li>• processing documents, e.g. mail items, cheques</li> <li>• refunding payments as directed from Services</li> <li>• Supporting operational staff in the use of systems, offering advice and support as required.</li> </ul>	<p>Confident user of IT applications, showing ability to use packages effectively.</p> <p>Numerical skills</p> <p>Attention to detail</p> <p>Time Management skills</p> <p>Experience of creating, formatting and updating documents</p> <p>Experience of maintaining confidentiality</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Supporting information and records management: such as electronic and paper filing, file management, retention, indexing, removal and archiving.</p>	<p>Organisational skills</p>	<p>✓</p>	
<p>Delivering a front line or back office service, providing a high standard of customer care in communication including: acting as the first point of contact for administrative or operational enquires, handling calls and queries via telephone calls, e- mails and visits from the public, taking messages, providing advice or information and escalating as appropriate.</p>	<p>Customer Service/care skills</p> <p>Communication skills, both oral and written</p>	<p>✓</p> <p>✓</p>	
<p>Processing and recording of financial transactions, including cash and cheque handling, banking etc.</p> <p>Undertake reconciliation of Councils General Fund and Pension Fund bank accounts to the Income Management System ensuring all income is allocated, refunded, and reconciled.</p> <p>Liaising with other services to correct or amend any anomalies with banking or allocating of income e.g., Education, Social Work etc.</p>	<p>Cash handling skills</p> <p>Accuracy skills</p> <p>Problem solving skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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Liaising with non-Fife Council employees e.g., external customers,	Interpersonal skills	✓	
	Team working skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – 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>

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>			
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>		
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>		