

# Job summary

**Role title:** Support Officer: Finance and Administration

**Department:** Housing Services

---

## General description of role

In this busy role you will be working as part of a friendly and supportive team which delivers homelessness services. You will provide administration support with a particular focus on financial tasks. Using your excellent knowledge of financial processes you will be responsible for raising purchase orders, processing invoices, and following financial procedures to ensure the smooth running of our homelessness and accommodation services. With an attention for detail, you will also monitor the accuracy of rent and loan accounts and be responsible for monitoring the repayment of loans given to households to prevent homelessness.

As the Support Officer (Finance and Administration) for the team, you will provide excellent customer service to staff and customers and be the first point of contact for all queries about financial transactions for the team. You will ensure the team manages its flow of purchase orders, invoices and customer payments, handling queries promptly as they arise.

## Role responsibilities:

1. Be the Housing Team expert on using the Council's finance software system, responsible for raising purchase orders, processing invoices, checking accuracy of them, handling queries with suppliers, ensuring budget codes are adhered to, and financial procedures are followed.
2. Be responsible for maintaining accurate up to date customer rent and loan accounts, including identifying payments in the Council's finance records, attributing them accurately to accounts, adjusting accounts, maintaining client account records.
3. Contacting customers about their rent and loan accounts, providing information on ways to pay, answering queries, negotiating and monitoring payment plans, escalating cases to team members.
4. Processing refunds to customers who have credits on rent or loan accounts in accordance with procedures.
5. Maintaining accurate records, filing systems and databases.
6. Working with Housing Team, Housing Benefit and Council Tax Teams and our Debt Recovery Team and Finance Team about orders, rent, loan and other payments, including processing urgent payments and resolving queries.
7. Providing reports to managers and completing all end of year financial tasks accurately and on time.
8. Identify improvements to the team's administrative functions to improve accuracy, efficiency and services for our customers.
9. Attend and participate in team meetings.
10. Carry out any other duties as may be required by the Head of Service appropriate to your skills and level of responsibility.

# Person specification



**Role title:** Support Officer: Finance and Administration  
**Department:** Housing Services

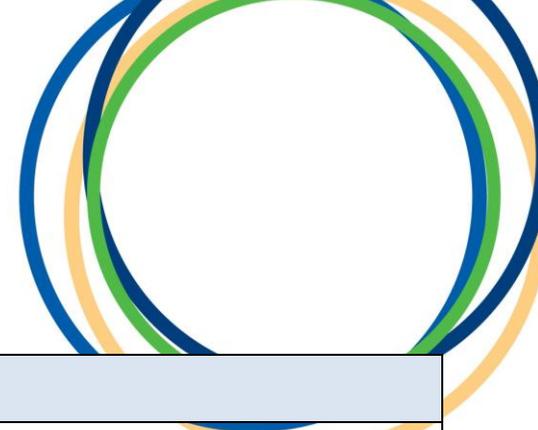
Selection and Interview Criteria	Criteria importance
E = Essential P = Preferred	
<b>Qualifications</b>	
GCSE English & maths grade C / grade 5 or equivalent	E
Experience of working within a local authority or registered provider.	P
<b>Experience and achievements</b>	
Current experience of using a finance system to raise purchase orders, run reports such as Business World On	E
Experience of undertaking administration duties which include monitoring rent account or other financial accounts.	E
Ability to work effectively on own initiative, prioritise workload and meet deadlines.	E
Excellent organisational skills and working knowledge of IT, with particular emphasis on Microsoft products including Excel.	E
Experience of working directly with members of the public	P
<b>Role required competencies and behaviours</b>	
Strong written and oral communication and interpersonal skills and the ability to negotiate with customers, and build effective relationships with colleagues and customers	E
Good problem solving and analytical skills	E
To work inclusively, with a diverse range of customers and promote equality of opportunity.	E
A recognition and understanding of the importance of confidentiality and data protection.	E
<b>Corporately required personal qualities and behaviours</b>	
Innovative	E
Supportive	E
Flexible	E
Positive	E



## Summary of employment package

<b>Place of work</b>	<p>The role will be primarily based at <b>Town Hall</b> with some Hybrid working by arrangement with the Housing Strategy Manager.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
<b>Salary</b>	<p>Graded <b>A2A1</b>, the salary will be in the region of <b>£26,346 - £27,501</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
<b>Duration of contract</b>	<p>The contract will be offered on a permanent basis.</p>
<b>Probationary period</b>	<p>Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.</p>
<b>Hours of work</b>	<p>Hours of work are nominally 36 per week.</p>
<b>Employment Benefits</b>	
<b>Flexible working</b>	<p>Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs.</p> <p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

<p><b>Pension</b></p>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<p><b>Training and development</b></p>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<p><b>Professional subscriptions</b></p>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.</p>
<p><b>Car parking / Travel loan scheme / Cycle Purchase Scheme</b></p>	<p>With hybrid working practices now in place for roles traditionally based at the Town Hall, we are able to offer access to parking. For now, everyone who works on site at the Town Hall can use a parking space for that day.</p> <p>We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).</p>
<p><b>Employee discounts</b></p>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>



### Other Conditions

<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"><li>• at least two satisfactory references</li><li>• eligibility to work within the UK, and proof of your identity</li><li>• evidence of relevant qualifications</li><li>• basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)</li></ul>
<b>Paid work with another employer</b>	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
<b>Disclaimer</b>	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate &amp; Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p> <p>Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.</p>

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People

