

Job Description

Role Profile	-	Senior Control Officer (including Reconciliation)
Service/Team	—	Strategic Finance
Reports to	—	Income & Banking Supervisor
Responsible for	—	N/A
Number of posts	—	One
Post number	—	To be confirmed
Career Grade	—	BCP Specialist Band G

My job improves the quality of life for the people of Bournemouth Christchurch and Poole by providing accurate and timely processing of income to resident's accounts or departmental budgets.

Job Overview

The Senior Control Officer will be responsible for the processing of BCP income streams (imports/eReturns) into the daily bank reconciliation which feeds into the General Ledger. This will include data integrity checks and communication with BCP colleagues and 3rd party suppliers to resolve discrepancies and operational system needs.

They will also be part of a team to challenge existing processes to ensure working practices are cost effective and efficient maximising new technologies.

Key responsibilities will be subject to external and internal audit overview on an annual basis so accurate record keeping is essential.

Key Responsibilities

- Process daily income streams and bank reconciliation in a timely manner to maintain accurate residents financial record and Council management statements.
- Provide support and guidance to colleagues, companies and 3rd Party to resolve queries received by the team, on matters such as unallocated, transfers, missing payment to ensure residents income is allocated correctly and efficiently.
- System Administration of BCP's core banking solutions (inc Barclays, Pay360) to ensure service have appropriate permissions to undertake their role and maintain a centralised record to comply with financial obligations.
- Using specialist knowledge to challenge existing working procedures to promote best practice or make recommendation to senior management to maximise effectiveness of the team and system performance to provide a better service to client base. Transferring knowledge to Income and Banking Team and wider service users.
- To undertake other duties within the Income and Banking / Financial Services as required within the level of this post.

Specific Qualifications and Experience

- 3 A levels, NVQ4, HND or diploma (or equivalent experience)
- Good working knowledge of MS Dynamics, Pay360.
- Good working knowledge of MS Office applications including MS Teams, Outlook, Word, and Excel.
- Practical experience of financial practices, processes and procedures including a broader commercial awareness.
- Technical knowledge of processing and accounting for financial payments from multiple feeds.
- Skilled in financial reconciliation, data investigation, system, and process enhancement/development with a broad knowledge across financial areas.
- Ability to respond effectively to complex customer enquiries and requests.
- Experience of coaching, training, and/or developing others and a commitment to own professional development.

Personal Qualities & Attributes

- Effective interpersonal and communication skills, verbal and written; able to resolve any potential barriers to collaborating with others by communicating openly and challenging unhelpful behaviours when necessary.
- Proactively engage with customers and service users, using tact and diplomacy when issues might become contentious.
- Able to make data/evidence based, outcome focussed decisions using proactive risk management and working within set procedures and regulations.
- Ability to plan and prioritise own workload, responding positively to conflicting demands.
- Demonstrates professional curiosity to recommend, create and implement more effective, innovative ways of working that will enhance the customer/service user's experience.
- Appreciates diversity in both customers and colleagues and demonstrates consideration to their individual needs.
- Able to work effectively on their own initiative, operating as part of a team.

Job Requirements

- DBS check
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.