

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Street Services

POSTHOLDER

SECTION: Business Support

GRADE Scale 5

POST DESIGNATION: Business Support Officer (Finance)

Purpose of Job:

To be responsible for a traded services portfolio including contract and income generation relating to the commercial waste service. To also provide support for creditors for Street Services frontline service delivery. (Estimated 200 customers approx. £500k income per annum). Banking/receipt of income (cheques and telephone payment) approximate annual value £100,000.

This post does not require a DBS

Manages up to 0 directly managed staff.

Manages up to 0 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) To be responsible a commercial waste customer portfolio including ensuring that annual service level agreements are in place and associated charges are applied to customers.
- 2) To be responsible for carrying out banking of income (cheques) received from customers ensuring the supporting paperwork is completed in accordance with Financial Regulations.
- 3) To receive telephone payment of debtor accounts where necessary ensuring that paperwork is completed in accordance with Financial Regulations.
- 4) To ensure that the EMS commercial system accurately reflects the portfolio customer base including ensuring that customer contact records are maintained, and service provision is accurate for electronic billing purposes
- 5) To liaise with the Business Support Officer (Operations) to ensure that container count information, received from bin inspection and repair audits, is accurately reflected in customer charges.
- 6) To be the point of contact for day to day enquires from commercial waste customers concerning annual service level agreement, service delivery and associated charges.
- 7) To monitor payment of Debtor invoices and direct debit payments to ensure that payment is received from customers.

- 8) To be responsible for the management of debt including contacting the customer to resolve payment issues and ensuring that records held within Civica Debtors are updated accordingly for audit purposes.
- 9) To ensure that service is withdrawn in a timely manner, adhering to the 7-day removal notification process, where bad debt has accrued to prevent further accumulation of debt and unnecessary charges being incurred by the service.
- 10) To liaise with the Business Support Officer (Operations) for the removal of containers due to non-payment ensuring that records exist to demonstrate the removal has taken place.
- 11) To liaise with the Corporate Debtors Team and Legal Team to utilise corporate routes for debt recovery and assigning debt to the RBG appointed Debt Recovery Agency where applicable.
- 12) To work in partnership with the Business Support Officer (Traded Services) to assist customers with changes to service provision, new customer enquiries contract generation and removal of service provision due to bad debt.
- 13) To assist with the day-to-day monitoring of the Street-Services-Contracts and Street-Services-Finance inbox addressing requests and enquiries in a timely manner.
- 14) To assist customers with requests for container repairs/replacement as necessary.
- 15) To provide the Senior Business Support Officer (Traded Services and Operations) with monthly income and bad debt reports for inclusion with the Street Services monthly Performance Monitoring Report.
- 16) To be responsible for creditors payments ensuring the required purchase orders and approvals are in place in accordance with Financial Regulations.
- 17) To undertake any other work appropriate to the level and general nature of the post's duties.
- 18) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 19) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 20) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 21) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post-holder normally reports to:
Senior Business Support Officer (Traded Services, Finance and Operations)