

Role Profile

Job Title:	Finance Support Officer – Adults Income
Location:	Colindale
Department:	Adults Income Recovery Team
Directorate:	Adults and Health
Grade:	E
Type of Working:	Hybrid
Reports to:	Income Recovery Team Lead

1. Job Purpose:

The purpose of this role is to ensure the smooth, accurate and compliant management of adult income accounts—particularly through maintenance and monitoring of payment arrangements—so that payments are collected reliably, clients receive clear and supportive communication, and the organisation’s income recovery processes operate efficiently and in line with professional and local standards.

As a member of the Adults Income Recovery Team, you will be responsible for managing client accounts, processing payments, keeping accurate financial records and key administrative support to the team in accordance with professional and locally agreed standards. This role requires strong organizational skills, excellent communication, and the ability to work effectively with clients and internal teams and systems.

2. Key Accountabilities:

- Support the team with its financial processing through a range of processes including but not limited to the following:
- **Payment Allocation**
 - Accurately allocate customer payments in Oracle, including complex cases where multiple payments are made against a single invoice.
 - Ensure account reconciliation and resolve discrepancies promptly.

- **Direct Debit Management**
 - Identify and process failed Direct Debit transactions and issue written notifications to customers, outlining corrective actions.
 - Generate and send written communication to customers regarding failed payments, outlining next steps and payment options.
 - Set up and maintain Direct Debit mandates in Oracle, ensuring compliance with banking and internal policies.
- **Instalment Plan Administration**
 - Configure and manage instalment plans for customers with outstanding balances.
 - Monitor adherence to agreed schedules and update plans as necessary.
- **Debt Recovery Communication**
 - Prepare and send manual dunning letters to customers for overdue accounts in line with company procedures.
 - Communicate clearly with residents via telephone, email and letter as appropriate.
 - Maintain accurate records of all communications for audit and compliance purposes.
- **Legal Documentation**
 - Gather and organize all necessary documentation for accounts referred to legal action.
 - Ensure completeness and accuracy of files for submission to the legal team.
- **Customer Data Management**
 - Update client details and documentation in Oracle, including:
 - Title changes (e.g., deceased status).
 - Preferences for electronic invoices/statements.
 - Changes to payment methods.
 - Invoice flagging and due date adjustments.
 - Ensure compliance with data protection regulations, Payment Card Industry (PCI) and internal standards.
- Maintaining up-to-date auditable records of all financial transactions and processes that are managed by the Debt team in line with the processes,

standards and systems of the Council and ensure security of personal data in accordance with GDPR, PCI and council policies.

- Deal effectively, promptly, and positively with requests for support relating to legal preparation, document gathering from Oracle, Mosaic and expert user support on standard Microsoft products.
- Contribute to the development of service improvements through participation and involvement in meetings, supervision, training, conferences and other forums.
- Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post, as directed by the line manager.
- Establish and maintain effective working relationships, working in collaboration with team members, corporate finance colleagues and other professionals in exchanging information, accessing specialist skills and providing support.

Staff Support

- No direct supervision responsibilities. May be asked to support new or more junior members of the team as required.

Commitment to Equality

- Deliver the council's commitment to equality of opportunity through actively promoting equality and diversity in the workplace and in the services delivered.
- Ensure that the needs of all people accessing our service are met, and be sensitive to age, gender, race, disability, creed, belief and sexual orientation. Celebrate diversity and challenge stereotype, prejudice and unlawful discrimination in the delivery of the service.

Health and Safety

Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements.
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health, and wellbeing

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
GCSE-level education or equivalent experience	Essential	Application/Interview
Experience and Knowledge		
Some experience in financial management system (Oracle, Northgate, Sap etc)	Essential	Application/Interview
Knowledge of direct debit processes and payment allocation.	Essential	Application/Interview
Strong attention to detail and accuracy in data entry.	Essential	Application/Interview
Strong knowledge in Microsoft office	Essential	Application/Interview
Excellent communication and customer service skills.	Essential	Application/Interview
Ability to manage multiple tasks and meet deadlines.	Essential	Application/Interview

Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and	Essential	Application/Interview

Caring for **people**, our **places** and the **planet**

demonstrate commitment to ensuring these align to what is best for Barnet		
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview