



JOB DESCRIPTION

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

| | | | |
|-------------------|-----------------------------|----------------|------|
| Job Title: | Transactions Centre Officer | Current Grade: | A004 |
| Department: | Finance | Area: | NA |
| Reports To: | Transaction Centre Manager | No of Posts: | 4 |
| Level of vetting: | MV | Post Number: | XXXX |

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Support the Transaction Centre Manager and Transaction Centre Team Leader to deliver financial transactional services to the organisation. This post holder will:

- Deliver the accounts payable process.
- Deliver the accounts receivable process.
- Maintain and update customer and supplier information within the financial system.
- Deliver the payment management function, including the proceeds of crime and property fund accounts.
- Deliver the journal posting and accruals process.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Responsible for the payment of creditors (£50m), the collections from debtors (£300m including Police Service Agreement income) and recording cash flow through the Transactions Centre.

Any Other Statistical Data

Annual number of purchase invoices – c.15,000 p.a., value of invoices – c.£100 million
Annual number of sales invoices – c.2,000, income c.£300 million

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Accounts Payable Process

- Deliver an effective accounts payable transaction processing service.
- Responsible for ensuring that payments are made within BTP's payment terms.
- Responsible for ensuring that payments processed under e-procurement are effective.
- Contribute to period-end accounts payable procedures, including production and review of the accounts payable control account reconciliations.
- Reconcile the accounts payable ledger on a monthly basis.
- Ensure payments are made in the most cost-effective manner, keeping cheque and manual payments to a minimum.
- Be proactive in ensuring as many payments are made on BACS.

Accounts Receivable Process

- Deliver both the accounts receivable transaction processing.
- Provide an efficient and appropriate credit control process to mitigate the risk of the Force incurring bad and doubtful debts.
- Undertake period-end accounts receivable & direct debit banking procedures.
- Review statistics on the receivables and banking function on a regular basis and suggest areas for improvement.

Manage the Transactional POCA – Proceeds of Crime Act

- Operate and support the procurement card process for the organisation.
- Contribute to the development of the Accounts Payable and Accounts Receivable System.
- Be involved in developing, testing and implementing system changes, process and control improvements.
- Train staff within the organisation on all aspects of accounts payable, accounts receivable and cash.
- Ensure processes and procedures are adhered to and are effective.

Other

- Support the Financial Accounts team in the overall management and review of the Team.

Build and Manage Customer Relationships

- Establish and maintain good relationships with key internal and external customers.
- Liaise directly with internal and external customers as required to resolve complex invoice queries.

Develop a team culture

- Promote and support effective team working within the Transactions Team.

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- Communicate effectively with employees within the Transactions Centre.
- Provide effective feedback, including implementation of BTP's policies and procedures for staff appraisal, competency assessment
- Facilitate knowledge management and knowledge sharing within the Transactions Centre.
- Communicate effectively across BTP and with BTPA.
- Communicate effectively and perform joint working with other Teams within Finance and Corporate Services.

Anti-Fraud and Corruption and Governance

- Undertake anti-fraud checks for all areas of business covered by the transactions centre.
- Liaise with the Financial Accounts, Decision Support, Commercial and Procurement and Systems teams to ensure controls and processes are designed and maintained in line with the organisation's governance arrangements.

Internal and External Audit Liaison

- Prepare, compile, analyse and co-ordinate information for internal and external auditors to ensure accurate and timely information is provided to auditors.

Managing change

- Support the team through organisational and process-related change.
- Contribute to the Force's Efficiency Plan, including implementation of relevant changes within the Department.

Communicating effectively

- Be an ambassador for the Department, representing the Transaction Centre Manager and/or Transaction Centre Team Leader as required.
- Communicate effectively orally and in writing, within the Department, elsewhere within the BTP and with other stakeholders.
- Adapt communication style to reflect the circumstances, including communicating technical information, in an accessible way, to non-accountants.

Working flexibly and positively

- Support other projects and 'business as usual' activities as assigned.
- Work collaboratively with colleagues.
- Contribute to the improvement of the finance function and promote a culture of continuous improvement.
- Plan their own work and of the team to respond to changing priorities.

Financial Systems Management

- Transactional support to the Systems Accountant

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E. DECISION MAKING:

Make decisions

Payment of creditors and collections from debtors.

Significant say in decisions

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Director of Finance, Commercial and Estate Services, Deputy Director Financial Control, Deputy Director Decision Support, Deputy Director Commercial and Procurement, Finance Managers, Services Managers and Budget Holders, Divisional Finance staff.

External

BTPA, Internal Auditors, External Auditors, Other external Suppliers (such as Pensions and Systems suppliers), Providers of banking services, HMRC, Transport for London and LU Limited, Department for Transport and other Government departments, Other Police Forces and Agencies.

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G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Numeracy qualification – i.e. GCSE Mathematics/Statistics or equivalent.

Experience:

- Relevant experience working effectively within a transaction centre.
- Experience of working in a complex and/or geographically dispersed organisation.

Skills

- Excellent customer and supplier service skills and ability to respond appropriately to contacts from internal and external customers.
- Excellent communication skills with the ability to communicate confidently, both orally and in writing.
- Time Management, with proven ability of ensuring work is completed in a timely and accurate manner in line with customer expectations.
- Effective team worker with the ability to adopt a collaborative approach.
- Proficient use of MS Office and computer-based accounting, including excel.
- Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests. Take a purposeful perspective to identify the capability needs of the organisation to improve processes within the transaction centre.
- Ensure transactional processes meet legal and regulatory requirements and recognise the need for continuous process improvement.

Knowledge

- Knowledge of transaction centre processes and controls.
- Understand the policy framework in which BTP, TfL and NDPBs operate.

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Desired Criteria:

Experience:

- Understand central government or public sector financial reporting and performance frameworks.
- Effective processing of accounts payable, accounts receivable and bank transactional activity.
- Demonstrate effective monitoring of transactional processing performance and statistics and compliance, with all related policies and procedures.

Skills:

- Understand the organisation's objectives, how these impact on the transaction centre and all roles within it.
- Intermediate level Microsoft excel competence.

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. AUTHORISATION DETAILS

| | | | |
|-----------------------------|---|-------|------------|
| Prepared By: | Implementation Lead of Finance, Commercials and Estate Services | Date: | 23/09/2019 |
| Area Commander /FHQ HoD: | Director of Finance, Commercials and Estate Services | Date: | 23/09/2019 |
| Evaluation Panel: | | Date: | |

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