



Birmingham
City Council

ABOUT BIRMINGHAM

Birmingham City Council, based in The Council House, Victoria Square, Birmingham B1 1BB, is the largest local authority in the UK – serving a population of a million citizens daily.

Based in the centre of England we are easily accessible by road, rail and air. When the redevelopment of New Street railway station and the new rapid transport systems are completed travelling to and around the city will be even easier.

We are the youngest city in Europe with under-25s accounting for nearly 40% of our population. We have over 400 schools, 15 universities and three university colleges within one hour's drive of the city.



We have great theatres, museums, the world famous [City of Birmingham Symphony Orchestra](#), beautiful historical buildings and our iconic [Library of Birmingham](#). We also have amazing concert and sporting venues such as the [NEC](#), [Edgbaston Cricket ground](#) and [Alexander Stadium](#).

Dining out in our city has something for all tastes with Michelin star restaurants across the city, Spicel Street by the [Bull Ring](#), the [Chinese Quarter](#) and our very famous [Balti Triangle](#).

Birmingham is still one of the most popular places to shop in the UK, with the impressive names of Selfridges and Debenhams already established here, the development of the new John Lewis store will add another fantastic dimension to the retail experience.

And that's just where we are now. With our [Big City Plan](#) and [adopted Development Plan](#) taking us forward and the exciting ongoing changes to the landscape of our city, and the upcoming [Commonwealth Games](#) in 2022, Birmingham will only continue to improve.

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BIRMINGHAM IS EXPERIENCING ONE OF ITS MOST EXCITING PERIODS OF REGENERATION AND DEVELOPMENT IN RECENT TIMES.

We aim to be a city of growth where every child, citizen and place matters - and Birmingham City Council wants to make a positive difference, every day, to people's lives. This underpins everything we do, whether that's setting our priorities, making decisions or delivering services.

Our priorities

Guided by the present situation – with a rising demand for services (especially adult social care), financial pressures and the need to invest in children's services – we plan to focus our resources on five key priorities:

- Birmingham is an entrepreneurial city to learn, work and invest in
- Birmingham is an aspirational city to grow up in
- Birmingham is a fulfilling city to age well in
- Birmingham is a great city to live in
- Birmingham residents gain the maximum benefit from hosting the Commonwealth Games
- Birmingham is a city that takes a leading role in tackling climate change

The council is just one key player in achieving these priorities. Over the next few years, our financial situation remains challenging so our role in the city needs to change. One of the biggest shifts we'll need to make is to move from directly delivering services to a position where we use our resources to enable and facilitate others. This means a much greater focus on collaboration and partnerships.

We see the council's role as providing strategic leadership – that's being able to visualise a new future for the city and equipping others to share our vision. We want to ensure the provision of decent services for all, so we can focus on supporting those least able to support themselves. And we'll work with partners and put citizens and neighbourhoods at the heart of our decision-making.

The resources to deliver these priorities

- [Budget for Birmingham for 2019 to 2020](#)
- [Council Financial Plan](#)

Useful links

[Birmingham City Council Wikipedia page](#)

[Birmingham City Council news page](#)

[How the Council works](#)

[How the Council is changing](#)

[Working in Birmingham](#)

[Council performance](#)

[Council financial plan](#)

[Birmingham City Council finance](#)



We're proud of the culture we are building – an open, inclusive and diverse workplace in which everyone has the opportunity to be their best. To join this journey, newly appointed employee's will be fully supported with a structured induction programme to help you settle in.

JOB DESCRIPTION

JOB TITLE: Cashiers Manager (Senior AR Officer)

JOB NO:

GRADE: GR4

DIVISION: Transactional Services

NO OF POSTS:

SECTION: Accounts Receivable

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES/NO

1.0 JOB PURPOSE

- 1.1 To manage a team responsible for the provision of cashiering services (income and payment processing) within the transactional services function and provide support to other team members within their functional area.

2.0 RESPONSIBILITIES

- 2.1 To manage and carry out routine and non-routine tasks to ensure payments are processed.
- 2.2 To make decisions about action required to process payments, referring complex decisions to a senior officer where necessary.
- 2.3 To respond to and investigate queries, escalating to a more senior officer where necessary.
- 2.4 To advise and support team members on technical issues
- 2.5 To manage the input of data to create and maintain accurate records within the accounting database.
- 2.6 To maintain the integrity of data through data analysis, communicating with service users and ensure the amending of data as appropriate.
- 2.7 To manage and respond to routine and some non-standard communications from customers and stakeholders via telephone calls, letter, e-mail, faxes, etc., with more complex issues being referred to a more senior manager, where appropriate.
- 2.8 To undertake systems testing.



2.9 To undertake and manage administrative duties that assist the Transactional service function in the provision of its service to the business.

OBSERVANCE OF THE CITY COUNCIL’S EQUALITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE:

JOB NO:

3.2 LEVEL OF SUPERVISION

1. Regularly supervised with work checked by supervisor.
2. **Left to work within established guidelines subject to scrutiny by supervisor.**
3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*
N/A			

5.0 SPECIAL CONDITIONS

	Staff
Equality/Diversity	Adhere to and implement the City Council’s Policy on Equality of Opportunity and be aware of equality and diversity issues in day-to-day service delivery.
Sustainability	Contribute to the City Councils Sustainability Strategy by being aware of the resources required to undertake this work and making sure that resources are not wasted and disposed of in a sustainable way.
Health & Safety	Follow safe working practices and assist in the maintenance of good housekeeping standards in order to achieve a safe and healthy working environment.



PERSON SPECIFICATION

JOB TITLE: Cashiers Manager

GRADE: Grade 4

DIVISION: Transactional Services

SECTION: Accounts Receivable (Cashiers)

Method of Assessment (M.O.A.) - AF = Application Form I = Interview T = Test
P = Presentation

CRITERIA	ESSENTIAL	M.O.A.
EXPERIENCE (Relevant work and other experience)	1. Experience of working in a shared/ Transactional services function / environment delivering cashiering (income/ payment management) services.	AF/I
	2. Experience of managing operational relationships with customers and stakeholders.	AF/I
	3. Experience of using financial software applications to produce reports and prepare other business documents.	AF/I
	4. Experience of participating in corporate initiatives such as Investors in People or the introduction of new financial systems and processes as well as developing teams.	AF/I
SKILLS AND ABILITIES	1. Detailed operational knowledge of relevant legislation, statutory regulations, banking & card payment industry standards and local authority financial procedures relating to cashiering (income/ payment management) services	AF/I
	2. Ability to monitor performance and take corrective actions including the formulation of development and improvement plans	I
	3. Ability to manage a team effectively in order to ensure delivery of quality services to customers and service users.	AF/I
	4. Ability to communicate effectively and build relationships with internal and external collaborators.	I/P
	5. Ability to work in a pressurised environment and manage competing priorities in changing circumstances.	I/P/T
	6. Ability to use financial software to investigate and resolve complex transactional enquiries relating to cashiering (income/ payment management) services matters.	I



	7. Able to actively support the continuing process of culture change, responding to constraints with a “can do” approach.	AF/I
	8. Personal understanding of the value of diversity.	I
TRAINING	Able to demonstrate commitment to ongoing continuous professional development.	I
EDUCATION/ QUALIFICATIONS	A relevant professional qualification and/or significant equivalent experience. (NB Full regard must be given to overseas qualifications)	AF
OTHER	Additional role profile where appropriate	

ALL STAFF ARE EXPECTED TO BE COMMITTED TO THE CITY COUNCIL'S EQUAL OPPORTUNITY POLICY