



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: Accounts Receivable Specialist

JOB NO:

GRADE: Grade 3

DIVISION: Transactional Services

NO OF POSTS:

SECTION: Accounts Receivable

1.0 JOB PURPOSE

- 1.1 To work as part of a team responsible for delivering a quality Accounts Receivable service within a shared services environment and to provide support to the Team Manager and other team members within their functional area.
- 1.2 To undertake the full range of Accounts Receivable administrative tasks required in order to provide a comprehensive service to customers within City Council Directorates and schools.

2.0 RESPONSIBILITIES

- 2.1 To undertake a wide-ranging number of both routine and complex tasks in order to ensure debt administration duties are processed correctly and in accordance with appropriate deadlines.
- 2.2 To assist with data input to the SAP system and to ensure that this is complete, accurate and complies with all current legislation and City Council financial regulations.
- 2.3 To ensure that all data capture and transactions are completed in accordance with corporate deadlines and timescales.
- 2.4 Under the direction of the Team Manager, to assist in maintaining the integrity of the data held through reconciliation of control totals, exception report checking, data analysis, and engagement with service users and other stakeholders.
- 2.5 Under the direction of the Team Manager, to assist with the process of reconciling debt collection and recovery processes ensuring that statutory responsibilities are met and deadlines achieved.
- 2.6 To progress debt collection and investigate queries from customers and other stakeholders using a variety of media including telephone, letter, email and the Employee Interaction Centre, and to respond within the timescales required under SLAs, formal contracts and Corporate timescales referring more complex issues to the Team Manager or other managers.
- 2.7 To actively support the Service and ensure that the standard operating procedures are correctly applied within the Team.





- 2.8 To ensure that, in the absence of the Team Manager, the work of the Team is completed in order that all deadlines are met.
- 2.9 To assist with all training requirements within the team in order that team members can undertake their duties effectively.
- 2.10 To advise and support other team members on all aspects of Accounts Receivable administration referring more complex cases to the Team Manager.
- 2.11 To undertake a range of both routine and complex administrative tasks and support other business areas within the Shared Services Centre in the provision of quality financial services to customers and stakeholders.
- 2.12 To actively support and participate in City Council initiatives and other activities commensurate with the grade for the post.

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 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
Accounts Receivable Specialist	2		2

5.0 SPECIAL CONDITIONS

	Managers
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Equality/Diversity	Promote, adhere to and implement the City Council's Policy on Equality of Opportunity within your Team/Section/Division and within the Directorate generally and work consistently to embed equality and diversity into service delivery through the Equality Impact Needs Assessment process.
Sustainability	Promote the City Council's sustainability Strategy by implementing working practices and procedures that ensure a sustainable approach to the use of resources and that resources are disposed of in a sustainable way.
Health & Safety	Implement the Directorate Health and Safety Policy ensuring that there is <ul style="list-style-type: none"> - regular and systematic identification, review and evaluation and control of risks - promotion of safe working practices - action to stop unsafe working practices and procedures - compliance with the Health & Safety Policy. -

PERSON SPECIFICATION

JOB TITLE: Accounts Receivable Specialist

GRADE: Grade 3

DIVISION: Transactional Services

SECTION: Accounts Receivable

**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 team and providing Accounts Receivable services to customers.	AF/I
	2. Experience of working in a finance environment and of using Accounts Receivable software applications.	AF/I
	3. Experience of communication with people at all levels using a range of media and some experience of handling sensitive issues.	AF/I

SKILLS AND ABILITIES	1. Knowledge of legislation and/or financial regulations and procedures relating to Accounts Receivable within a local authority environment or other large organisation.	AF/I
	2. Ability to use Accounts Receivable software in order to create and maintain Supplier or other information and to use other software applications.	AF/I/T
	3. Demonstrate ability to solve problems proactively and promptly within established procedures.	I
	4. Ability to undertake data transactions ensuring a high level of both speed and accuracy.	AF/I/T



	5. Ability to prioritise workload, delivering allocated outputs and meeting defined targets.	I/T
	6. Ability to interpret financial and other procedures and apply them in a consistent manner.	I
	7. Ability to work effectively as a team member and to foster a positive organisational climate.	I
	8. Ability to identify discrepancies and carry out corrective actions, referring where appropriate to the Team Leader.	AF/I/T
	9. Ability to communicate effectively and maintain relationships, including effective inter-personal and telephone skills.	AF/I
	10. Ability to work in a pressurised environment in changing circumstances.	I/T
	11. Able to actively support change and respond to problems with a “can do” approach.	AF/I
	12. Personal understanding of the value of diversity.	I
	13. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016	I
TRAINING	Willingness to undergo appropriate training and development.	I
EDUCATION/ QUALIFICATIONS	(NB Full regard must be given to overseas qualifications)	
OTHER		

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