



Job description

Job title: Income Posting Officer

Post No:

Grade: Band 5

Directorate: Corporate Services

Reports to: Financial Services Team Leader

Purpose of the job

To provide an efficient, accurate and secure income processing service for the Council by receiving, recording, reconciling and banking all payments in accordance with financial procedures and statutory requirements. The post holder is responsible for ensuring payments are correctly allocated, investigating and resolving discrepancies, maintaining accurate financial records, and supporting fraud prevention and payment security controls. The role works closely with Council services, external organisations and customers to resolve payment-related enquiries, provides training and support to colleagues, undertakes banking duties, and contributes to the continuity of service through flexible team support and operational cover.

Main areas of responsibility

1. Receive, process and accurately allocate all payments to the correct accounts, ensuring VAT is accounted for appropriately and investigating discrepancies to maintain accurate financial records.
2. Liaise with internal Council departments, external organisations and customers to resolve payment-related enquiries and ensure efficient payment processing.
3. Reconcile and balance daily payment transactions against cash receipting records and daily income reports.
4. Provide training, guidance and knowledge transfer to colleagues to support service delivery and ensure adequate operational cover.
5. Undertake weekly visits to the Council's bank to deposit cheques in accordance with security procedures.
6. Provide cover for job share and other team members during periods of absence

to ensure continuity of service.

7. Maintain an up-to-date knowledge of the Council's Financial Procedure Rules in relation to collection, processing and recording of payments.
8. Ensure that all procedures relating to staff safety, payment security and the security and fraud prevention are followed at all times.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults are of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

Experience

Essential

Experience of working in an administrative, finance, income collection or cash handling environment.

Experience of processing, receipting, recording and balancing payments accurately.

Experience of maintaining financial records and handling data with a high degree of accuracy.

Experience of using Microsoft Office applications, particularly Excel, Word and Outlook.

Experience of reconciling financial transactions and investigating discrepancies.

Experience of dealing with customer enquiries and providing a high standard of customer service.

Desirable

Experience of working within Local Government.

Experience of using financial management or cash receipting systems.

Experience of banking procedures and income reconciliation processes

Qualifications

Essential

Good standard of education, including GCSE Grade C/4 or above (or equivalent) in English and Mathematics.

Desirable

NVQ Level 2 or 3 in Business Administration, Finance, Accounting or a related discipline.

Skills and Knowledge

Essential

Excellent numerical skills and attention to detail.

Ability to accurately process and reconcile large volumes of financial information.

Good analytical and problem-solving skills.

Ability to investigate and resolve payment discrepancies.

Knowledge of data protection, confidentiality and information security requirements.

Good written and verbal communication skills.

Strong organisational skills with the ability to prioritise workloads and meet deadlines.

Competent in the use of Microsoft Office applications.

Understanding of the importance of customer care and service delivery.

Awareness of fraud prevention and the need for secure handling of payments.

Desirable

Understanding of VAT and its application to income transactions.

Knowledge of Local Authority income collection processes.

Experience of producing management information and performance reports.
Knowledge of financial procedure rules and audit requirements.

Personal Attributes and Motivation

Essential

Commitment to delivering a high quality, accurate service.
Ability to work effectively as part of a team while also working independently.
Takes responsibility for own work and uses initiative to resolve issues.
Flexible and adaptable approach to changing priorities.
Reliable, professional and trustworthy.
Willingness to share knowledge and provide support and guidance to colleagues.
Ability to remain calm and effective when working under pressure.

Desirable

Demonstrates a commitment to continuous improvement and identifying more efficient ways of working.
Positive attitude towards learning and development.

Special Requirements

Essential

Awareness of Equal Opportunities and Diversity principles.
Understanding of Health and Safety responsibilities.
Ability to undertake weekly visits to the Council's bank as required.
Ability to maintain confidentiality when handling sensitive financial information.
Flexible approach to working arrangements to support service delivery and provide cover during periods of absence.