

<b>JOB DESCRIPTION</b>	
<b>Role</b>	<b>Finance Assistant</b>
<b>Reports to</b>	<b>Public Transport Communities Manager</b>
<b>Direct Reports</b>	<b>None</b>
<b>Directorate</b>	<b>Place &amp; Connectivity</b>
<b>Department</b>	<b>Public Transport</b>
<b>Pay Grade (Pay Award 25/26 Pending)</b>	<b>NJC 6</b>
<b>Job Purpose</b> The Finance Assistant will support the Public Transport Team by providing essential financial administrative support. This role involves processing financial transactions accurately, resolving routine finance-related queries, and maintaining reliable records to ensure effective service delivery.	
<b>Key Responsibilities</b> <b>Payment Processing</b> <ul style="list-style-type: none"> <li>• Maintain accurate and confidential financial records, ensuring all transactions are correctly logged in relevant systems and spreadsheets.</li> <li>• Verify supplier invoices and claims using agreed service procedures and contract documentation before submission for payment.</li> <li>• Process payments through the organisation's financial system, including raising and receipting purchase orders, raising invoices, and using smart forms.</li> <li>• Liaise with the Passenger Transport Team and Corporate Finance Team to ensure payments comply with agreed terms and corporate standards.</li> <li>• Investigate and resolve payment discrepancies or errors, identifying and addressing the root cause through liaison with suppliers and internal staff.</li> <li>• Identify and flag recurring financial process issues and anomalies, supporting improvements to administrative workflows.</li> </ul> <b>Customer Relations</b> <ul style="list-style-type: none"> <li>• Respond to supplier and customer queries, coordinating with colleagues and the payments team to provide timely, accurate responses.</li> <li>• Provide a professional and customer-focused service in handling incoming communications when required.</li> <li>• Apply judgement when handling urgent or unusual queries, using knowledge of standard procedures to assess when escalation is needed.</li> </ul> <b>Office Support</b> <ul style="list-style-type: none"> <li>• Support as needed by generating reports, letters, and financial documentation using corporate systems.</li> <li>• Assist in maintaining office supplies to support effective team operations.</li> <li>• Support with the annual concessionary reimbursement process, where required.</li> <li>• Assist in reconciling financial discrepancies by analysing account information and collaborating with colleagues to resolve issues.</li> <li>• Contribute to budget monitoring by maintaining accurate records and supporting preparation of reports or returns.</li> <li>• Recognise and escalate risks or exceptions that could affect audit compliance or payment schedules.</li> <li>• Maintain a proactive approach to identifying and addressing gaps in financial data or documentation.</li> </ul>	

### Team Contribution

- Work flexibly across the team to support the delivery of the service and ensure compliance with financial policies and procedures.
- Provide general clerical and administrative assistance to the team as required.
- Perform other duties as assigned by the Public Transport Team Manager.

## PERSON SPECIFICATION

### Qualifications & Knowledge

#### Essential:

- General education to GCSE standard with A–C grades (or Grade 4+) in English and Maths, or equivalent standard.
- Working knowledge of Microsoft Office applications, including Word, Excel, Outlook, and web-based systems.
- Understanding of the need for confidentiality, accuracy, and compliance with Data Protection legislation.
- Awareness of office systems and standard administrative procedures.
- Numerate and literate, with the ability to handle financial data accurately and confidently.
- Ability to understand and follow financial procedures and apply them to routine and varied situations.

#### Desirable:

- Working towards or completed AAT Level 1 (or equivalent foundation-level finance qualification).
- Understanding of public sector finance systems, ideally including Agresso or similar platforms.
- Awareness of the role of finance in local government or public transport services.
- Methodical, accurate, and well-organised approach to financial recordkeeping.

### Experience

#### Essential:

- At least one year's experience in an administrative role, ideally involving financial transactions or data entry.
- Experience of verifying and processing payments, claims, or invoices using electronic finance systems.
- Familiarity with identifying and resolving basic financial discrepancies or data issues.
- Experience working as part of a team and supporting others in delivering a shared service.
- Ability to work independently, prioritising own workload and meeting deadlines.
- Confidence in responding to standard customer or supplier queries relating to finance.

#### Desirable:

- Experience in a public sector or regulated finance environment.
- Involvement in budget monitoring or supporting the preparation of financial reports.
- Experience of highlighting procedural issues or suggesting improvements in finance processes.

### Behaviours

- Strong interpersonal skills and ability to build effective working relationships with colleagues, contractors, and suppliers.
- Effective written and verbal communication skills.
- Willingness to learn, take ownership of tasks, and support service improvement.