

**Manchester City Council  
Role Profile**

**Exchequer Finance Officer, Grade 5  
Service: Exchequer Services, Financial Management  
Directorate: Corporate Services  
Reports to: Exchequer Services Team Manager  
Job Family: Transactional Back Office**

**Key Role Descriptors:**

The role holder will provide an assessment, information and advice service to customers, service users and stakeholders.

The role holder will determine the requirements and needs of service users in accordance with relevant legislation, policy and procedures, and provide advice on the most appropriate course of action.

**Key Role Accountabilities:**

Respond to all queries from a wide range of people, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to resolve problems.

Provide an accurate, efficient and prompt assessment service where appropriate, using a range of bespoke ICT systems to carry out the role.

Ensure that any errors or fraudulent activity are detected and prevented, and appropriate action taken.

Ensure a “whole service approach” is taken, working closely with colleagues in other parts of the service to ensure correct liability and to prevent recovery action where appropriate.

Accurately capture data and information using management information systems enabling the Council to achieve local and national performance targets.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Exchequer Services forms part of Financial Management within the Corporate Core directorate, and is the Council's back-office support function for transactional services.

Exchequer Services is broadly split into these main areas:

**Purchase Ledger** - The management of all outgoing payment processes between the Council and suppliers for goods and services. Paying invoices, resolving associated queries, working to Statutory Regulations to pay invoices within required deadlines.

**Data Management & Technical** – Maintaining financial records and producing reports for various users. Daily batch payment file uploads, managing bank mandates, maintaining vendors, reconciliations, administering other financial schemes such as purchase cards and travel passes.

**Income and Receipting** – The management of income into the City Council, ensuring that received funds are correctly allocated in a timely manner. Monitoring and clearing suspense accounts, preparing income files, receipting and banking income, account reconciliation, processing refunds.

The role holder will work as part of Exchequer Services within Financial Management and will contribute to the provision of a high-quality service for all types of incoming and outgoing payments and associated processes, supporting all departments across the Council. Ensuring accurate and timely processing of data, receipts and payments, in accordance with relevant legislation, policy and procedures.

The roleholder acts as a point of contact for customers accessing Exchequer Services, to determine the requirements and needs of customers and provide effective and accurate information and advice. The role holder will provide excellent customer service in accordance with existing policies and procedures, taking a flexible approach to delivery within the parameters of agreed guidelines for the processes

The role holder will use a variety of IT systems to process, interrogate and manage data and transactions. They will also contribute to development and implementation of system and process improvements and effective management of information within the scope of this.

Exchequer Finance Officers carry out tasks including, but not limited to: maintaining vendors, producing reports and management data, investigating issues to find resolutions, administering receipts and processing income data, maintaining and interrogating suspense accounts and undertaking account reconciliations.

Exchequer Finance Officers may be required to work across all areas of Exchequer Services, carrying out duties appropriate to the role.

Role holders will be required to partake in training other colleagues within Exchequer Services on tasks related to the role.

## Key Behaviours, Skills and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Skills

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and listens attentively to views and issues of others.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time according to task complexity and priority. Ability to work under pressure to meet targets and deadlines.
- **Problem Solving and Decision Making:** Ability to interpret rules and guidelines and is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary.
- **Literacy and Numeracy:** Excellent literacy and numeracy skills to undertake mathematical calculations and produce high quality written work including letters and reports.
- **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels. Ability to use multiple applications, systems and associated software packages especially MS Excel.
- **Administrative:** Ability to use and accurately maintain effective administration systems in a rapidly changing environment. Good literacy and excellent numeracy skills to undertake calculations.
- **Teamwork:** A commitment and ability to work with colleagues and managers across boundaries to deliver service excellence and improvement.

### Technical Requirements (Role Specific)

- Good knowledge and understanding of financial processes in a transactional environment
- Excellent IT skills and ability to extensively use financial systems