



Administration Officer – Finance Shared Services Treasury

What will you do?

Treasury's Finance Shared Services provides a high-quality and effective operation at the heart of essential services within Government. In this role, you will provide excellent financial support to Government Departments, Boards and Offices. Within Finance Shared Services there is a need for a team player with flexibility and adaptability to cover the variety of roles and tasks that need to be undertaken.

What does that involve?

The successful candidate will carry out operational finance duties on behalf of Government Departments, Boards and Offices using the IOM Government AX Financials system, including but not limited to:

- Processing debtor invoices
- Receipting daily banking
- Balancing debtor spreadsheets
- Chasing debt and
- Processing creditor invoices

Staff will be required to assist in other areas within the division in line with their grade and depending on business needs as and when requested by management.

Main Duties and Responsibilities include

A. Government Income

- 1) Ensure that invoices are raised accurately and issued in a timely manner on behalf of Government departments, for all income due to Government.
- 2) Check and reconcile monies received, prepare bank paying in slip, ensure monies are banked in a timely manner and journals processed.
- 3) Download statements from the Bankline system for multiple Government departments and ensure that all income is uploaded on to the AX system for multiple departments of Government.

B. Debt Monitoring

- 1) Run daily debtor reports for departments and update departmental debtors' worksheets to identify outstanding debts.

- 2) Notify departments of any credit balances sitting on customer accounts to ascertain if a correction or refund is due, or an additional invoice is required.
- 3) Issue debtor statements to all debtors that have gone over standard 30-day invoice terms and issue 14- or 7-day reminders where appropriate. Prepare files for referral to legal advisors for further action if needed.
- 4) Prepare homes receipts and payments to residents in care, inclusive of money order.

C. Creditor Payments

- 1) Ensure that all invoices received for payment meet financial regulations and are processed in a timely manner.
- 2) Input of purchase card log sheet information into Excel in preparation for monthly journal upload into AX.
- 3) Investigation and resolution of any issues raised by departments or suppliers.

D. Other Duties and Responsibilities

- 1) Responding to telephone queries and written requests relating to matters concerning customers or suppliers, as appropriate.
- 2) Process internal journals on the general ledger. This includes sales invoices and corrections and will also include some reconciliation work.
- 3) Processing/banking and administration of Proceeds of Crime deposits and process journals for vehicle licensing online and Post Office payments on a rota basis.
- 4) Ensure the integrity and confidentiality of information held within the division, including control of access to computer and paper records, and ensuring that stored information can be readily retrieved.
- 5) Post opening and transfer of monies to the bank on a cover/rotational basis.
- 6) The creation and set up of new customer or supplier accounts on AX and updating when changes occur.
- 7) Monitoring shared inboxes on a rota basis.
- 8) Provide information and advice to members of the public, Government departments & third-party creditors.
- 9) Identify opportunities to streamline and improve administrative processes through the effective use of technology, automation and digital solutions.

Any other duties as requested, as appropriate and relevant to the post and level of responsibility.

Self-Development and Training

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We will provide training so you can fulfil the requirements of the post, and you will be required to attend relevant training courses. You will agree a training plan with your line manager.

Representation and Corporate Contribution

The post holder will be responsible for the division's work providing excellent customer service to the public, Government departments and third-party creditors.

Develop and support a culture of continuous improvement, professionalism and actively participate in the staff development programme, including self-development to help meet the Treasury's objective of being a high performing professional organisation, by identifying improvements to our processes and procedures.

Knowledge, Skills and Experience

The post holder must be numerate and be able to work quickly and accurately to meet the deadlines required by Government's financial systems.

The nature of the work requires that the post holder is flexible and able to work efficiently and effectively as part of a team and can communicate effectively with customers as well as management and staff at all levels within Government.

A working knowledge of the Government's main financial systems (principally AX Dynamics) and experience in the use of computer packages such as Word, SharePoint and Excel is desirable. Full training in these areas will be available for appointed candidates if necessary.

Performance Management and Improvement

All civil servants have a personal responsibility for performance management and are expected to perform at or beyond the competency levels set out below for this role. The post holder will be expected to contribute positively to their performance development review.

The post holder's performance and development will be assessed through a continuous review procedure based on the Public Services Commission People Qualities Framework requirements for Credibility, Character and Capability (Level 2).

Reporting Framework

The post holder will report to an Executive Officer - team leader for Sales, Debtors or Payables. There are no staff management responsibilities in this role, but the post holder will be required to help and support other team members.

Health & Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risk or near misses to a responsible manager and/or the person responsible for Health and Safety in the Treasury.

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Integrity

All staff of the Treasury are expected to recognise that the everyday business of the Treasury requires the highest level of personal integrity. Each officer has a personal responsibility to maintain the confidentiality of all Government and client information and ensure the protection of the international reputation of the Isle of Man.

General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to enhance the working environment.

Confidentiality

You are required to comply with the Official Secrets Act 1911 and 1920. Breach of this confidence will result in action under the Disciplinary Procedure and may lead to dismissal.

You will be responsible for ensuring compliance with all data protection, information governance and security policies and procedures relevant to your role and responsibilities. This specifically includes reporting data breaches to the Division's Information Governance Officer and taking responsibility for personal data collected, used and retained as necessary for your role and purpose.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Experience working in a customer service environment	E	CV/Interview
Relevant experience in a professional office environment	D	CV/Interview
Has open conversations	E	Interview
Addresses the issues	E	Interview
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Capability		
Good IT skills - knowledge of Microsoft products	E	CV/Interview
Experience of using Microsoft Excel, Word, SharePoint, Outlook	D	CV/Interview
Demonstrates an interest in using technology and digital tools to improve processes, enhance efficiency and support continuous improvement across the service	E	Interview
Experience of using financial systems	D	CV
Operational knowledge of office equipment	D	CV
Good numeracy and analytical skills	E	CV/Interview
Able to work to a high degree of accuracy	E	CV/Interview
Provide excellent customer service to a wide range of internal and external customers at all levels	E	CV/Interview
Able to work under pressure and to deadlines during busy periods	E	CV/Interview
Future focused	E	Interview
Makes considered decisions	D	Interview
Encourages innovation and supports change	E	Interview
Character		
Identifies ways to deliver improvement and better ways of working	D	CV/Interview
Trusts and is trusted	E	Interview
Has positive energy and drive	E	Interview
Inspires, motivates and empowers	E	Interview
Other requirements		
Isle of Man Worker	D	Application
Ability to work and move across different locations	D	Interview