



Customer Finance Assistant – Direct Payments Support Service

PERSON SPECIFICATION

Feature Sought	Essential	Desirable	Measure
Experience/ Achievements	<ul style="list-style-type: none"> ▪ Experience of working within a financial environment ▪ Experience in processing high volume financial transactions ▪ Experience in using Microsoft Excel, particularly import/export functions and uploading files using other software applications ▪ Experience in processing supplier invoices and payments using computerised purchase ledger ▪ Experience in dealing with customer queries over the phone and face-to-face effectively 	<ul style="list-style-type: none"> ▪ Practical experience and knowledge of accounting systems ▪ Experience in financial management and bookkeeping, including bank reconciliations ▪ Experience in a customer service environment ▪ Experience of producing statistical information and performance reports ▪ Experience in using databases, in particular, Microsoft Access 	Application Form/ Interview

Feature Sought	Essential	Desirable	Measure
Knowledge, skills and ability	<ul style="list-style-type: none"> ▪ Good working knowledge of windows based applications ▪ Strong numeracy and literacy skills ▪ Ability to interpret and interrogate data ▪ Ability to work as part of a team ▪ Good self-organiser and ability to work on own initiative and prioritise with minimum supervision ▪ Ability to cope well under pressure from competing priorities, unpredictable requests and interruptions ▪ Ability to maintain confidentiality in accordance with Data Protection and associated legislation. ▪ An understanding of the importance in recognising the different needs of the customer ▪ Confident and helpful with the ability to deal with enquiries from members of the public, staff and other agencies in line with a customer care policy 	<ul style="list-style-type: none"> ▪ Competent and confident user of MS Access Databases or similar ▪ General awareness of challenges faced by disabled people ▪ Ability to contribute to the development and improvement of financial systems and processes ▪ Ability to communicate and interact effectively, creatively and sensitively with individuals who have communication problems 	Application Form/ Interview
Education and Qualifications	<ul style="list-style-type: none"> ▪ GCSE Maths ▪ GCSE English 	<ul style="list-style-type: none"> ▪ Part-qualified AAT or ICB or similar ▪ NVQ, Diploma or similar qualification in Business Administration 	Sight of Qualifications