



Role Profile

C5090 Sc3 Accounts Payable Assistant

Role Description

To provide an efficient and effective accounts payable service ensuring all payments including, invoices and credit notes are processed for payment within agreed timescales and parameters and in line with organisational procedures. To be accountable for delivering all areas of the job role and to undertake any commensurate tasks that may be required from time to time.

Main Responsibilities

1. To receive, upload, verify and process invoices, credit notes and electronic payment request forms including the running of reports, recurring payments, direct debits and direct input as appropriate. To ensure requests are submitted on the correct forms, authorised by the budget holder and correct budget codes used.
2. To ensure the highest standards of Customer service and care are maintained when dealing with all stakeholders and customers. This includes recognising and respecting diversity and confidentiality issues.
3. To pro-actively manage work cycles to ensure prompt invoice payment. To investigate and follow-up, research, chase and escalate outstanding queries/transactions as appropriate. To respond to queries/issues promptly and efficiently, interrogating, researching and providing information from the systems. To action as necessary - including the cancellation of duplicate payments, making decisions on how to process or seeking guidance and advice where appropriate in dealing with more complex queries/issues. To advise stake holders and customers on the effective resolution of queries.
4. To provide effective and efficient high quality administrative service . To provide guidance and support to promote best practice., ensuring that goods receipts are processed, invoices checked and processed and all associated end to end processes completed, including SAP input.
5. To communicate via telephone, face to face, electronically and in writing with our stakeholders, the public, external organisations and customers. This relates to administrative matters, which include producing electronic reports on invoices and credit notes, payments and investigating and researching systems to respond to and resolve customer queries. Develop and maintain excellent links and good working relationships with all stakeholders and customers. This will involve managing, investigating, prioritising and being responsible for reviewing vendor accounts, ensuring accounts are not put on stop, dealing with vendor refunds and liaising with other internal departments to ensure end to end processing.
6. To maintain appropriate and accurate filing and record systems, both manually and computerised. Conduct audits of data, including reviewing, amending and deleting information, to ensure accuracy and validity. Manage and collate information to enable the line manager/ management team to respond to queries on specific issues. This will include providing background papers and collating all relevant information.
7. To play an active role in contributing to the development of the team through training and supporting colleagues and customers by promoting and sharing best practice. To contribute to a programme of continuous service improvement including participating in projects and / or working groups – for example to develop 'centres of excellence'.
8. To contribute to the financial accounts processes through the analysis and review of payments to our vendors and taking appropriate action. To pro-actively manage payment to vendors to identify continuation or completion. To accurately process payments on computerised system in accordance with procedures.
9. To provide general support, where required, including undertaking the maintenance and operation of equipment, replenishment of consumables, arranging equipment repairs, photocopying, sending faxes and ordering documents.

Rank\Scale

SC3

Reports To

C5214 Sc5 Admin Hub Supervisor

Supervisory Responsibility

None

Additional Information



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Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

Reasonable Adjustments:

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

Additional Responsibilities: You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

Security Vetting: It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.

Experience and Qualifications

Essential

Experience of working in a administration function preferably in a complex multi-functional organisation.

Knowledge and experience in the use of IT systems, including MS Office applications.

Ability to work on own initiative and as part of a team.

Excellent customer relation skills to liaise with suppliers, internal and external customers both verbally and in writing.

Experience in accurate data extraction and input.

Methodical and consistent approach to the organisation of workload.

Experience of demonstrating analytical and problem solving skills.

This post has been designated as requiring the following vetting levels in accordance with the 'Vetting Code of Practice' and the 'Authorised Professional Practice on Vetting' - Police Recruitment Vetting (RV)

Desirable

Experience in the use of the SAP IT system.

Shortlisting

SHORTLIST

Criteria relevant to the job

ESSENTIAL

Requirements necessary for safe and effective performance in the job

ADDITIONAL / USEFUL

Where available, elements that contribute to improved/immediate performance in the job

Qualifications



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Experience

Experience of working in an administration function preferably in a complex multi-functional organisation.

EE1

Experience in the use of the SAP IT system.

EA1

Knowledge and experience in the use of IT systems, including MS Office applications.

EE2

Ability to work on own initiative and as part of a team.

EE3

Excellent customer relation skills to liaise with suppliers, internal and external customers both verbally and in writing.

EE4

Experience in accurate data extraction and input.

EE5

Methodical and consistent approach to the organisation of workload.

EE6

Experience of demonstrating analytical and problem solving skills.

EE7

Skills



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Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: <ul style="list-style-type: none"> • I take into account individual needs and requirements in all of my actions • I understand that treating everyone fairly does not mean everyone is treated the same • I always give people an equal opportunity to express their views • I communicate with everyone, making sure the most relevant message is provided to all • I value everyone's views and opinions by actively listening to understand their perspective • I make fair and objective decisions using the best available evidence • I enable everyone to have equal access to services and information, where appropriate 	No
Core Values	Integrity	Practitioner	Behaviours: <ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public • I demonstrate courage in doing the right thing, even in challenging situations • I enhance the reputation of my organisation and the wider police service through my actions and behaviours • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations • I am open and responsive to challenge about my actions and words • I declare any conflicts of interest at the earliest opportunity • I am respectful of the authority and influence my position gives me • I use resources effectively and efficiently and not for personal benefit 	No
Core Values	Public Service	Practitioner	Behaviours: <ul style="list-style-type: none"> • I act in the interest of the public, first and foremost • I am motivated by serving the public, ensuring that I provide the best service possible at all times • I seek to understand the needs of others to act in their best interests • I adapt to address the needs and concerns of different communities • I tailor my communication to be appropriate and respectful to my audience • I take into consideration how others want to be treated when interacting with them • I treat people respectfully regardless of the circumstances • I share credit with everyone involved in delivering services 	No



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Core Values	Transparency	Practitioner	Behaviours:	No
			<ul style="list-style-type: none"> • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others • I am clear and comprehensive when communicating with others • I am open and honest about my areas for development and I strive to improve • I give an accurate representation of my actions and records • I recognise the value of feedback and act on it • I give constructive and accurate feedback • I represent the opinions of others accurately and consistently • I am consistent and truthful in my communications • I maintain confidentiality appropriately 	
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	No
Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	No



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Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	No
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	No



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>	No
Resolute, Compassionate and Committed	We take ownership	Practitioner	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	No

NOS

NOS Unit	Unit Name	Unit Description