

Post title	Transactions Officer
Division / Section	Customer – Transactions
Department	Resources Directorate
Responsible To	Transactions Team Manager
Number of post holders	122 FTE
Acting up/ Secondment	No

Purpose of Job

To provide a high quality and consistent transactional services dealing with a range complex transactions across one or more service areas within Transactions Services.

The post holder will ensure that transactional services are dealt with effectively and efficiently whilst delivering high levels of customer satisfaction.

MAJOR TASKS/JOB ACTIVITIES

The post will provide high quality transactional services to internal and external customers ensure that complex transactions are dealt with in line with Council Policy and appropriate regulations.

Liaise directly with internal/external customer via a range of channels (e.g.: phone, email, face to face, web etc) to provide appropriate advice and guidance on transactional services and ensure that transactions are completed efficiently and within agreed timescales.

Direct and assist customers requiring specialist advice and provide information in response to complex transactional services.

Use appropriate systems to process; applications, assessments, payments, service requests, or updates for wider council services.

Where appropriate liaise with the Transactions Team Leader or the Senior Transactions Officer to deal with significant issues or complains.

Develop customer relationships (internal and external) to support the transactions services team objectives and improve the customer journey.

Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.

In conjunction with transactions services staff promote an integrated and consistent Council-wide approach to transactions services supported by the appropriate governance arrangements and processes.

Work with the Transactions Team Managers, the Senior Transactions Officer and other Transactions Officers to support new initiatives and the strategic direction of the Council and ensuring that all transactions services are planned in a consistent manner in accordance with the Council's strategic objectives.

Identify and evaluate the risks associated with transactions services and take appropriate action to control / mitigate the risks.

Supervision and Management of People (Numbers and type of staff)

The Transactions Officer will have no direct line management responsibility.

Creativity and Innovation

Under the direction of the Transactions Team Manager and other senior staff, the post will support the delivery of the Council's customer contact services

The post will require creativity in solving a range of transactional services problems and issues.

Contacts and Relationships

The Transactions Officer will be expected to liaise regularly and have ongoing contact with members of the public dealing with their various transactions services.

The post will be required to develop an understanding of the services being delivered and supported by transactions services.

The post will deal with a range of complex and challenging issues with a range of transactions services, both internal and external, reflecting the varied nature and diversity of Council services maintaining an awareness of the Council's image and the sensitivity of many issues.

The post will represent the Council to a range of external stakeholders, and should present a positive impression of the Council.

Decisions (Discretion)

The post will make a range of decisions relating to the provision of transactions services.

The post will report to the Transactions Team Manager, Team Leader or the Senior Transactions Officer, as appropriate, on issues relating to service provision.

The post will ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately.

Decisions (Consequences)

The post will ensure; all relevant details are accurately collated and recorded, locate information required, and provide clear and comprehensive service which meets the needs of customers.

The post ensures that work is kept up to date and work is prioritised in relation to transactions services requirements.

Resources

The post will have shared responsibility for input into a number of the Council's systems and data.

The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

Environment – Work Demands

The post will work autonomously with minimal supervision. The post will operate in a changing environment and need to effectively and diplomatically manage competing priorities, interests and pressurised timescales. The post must be able to adapt flexibly to new demands, and take appropriate action on matters requiring immediate response.

Environment – Physical

Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

The post may have to communicate unwelcome information or deal with angry or distraught customers.

The post will be expected to handle and manage conflicting priorities and challenging situations following appropriate guidelines and procedures.

Knowledge and Skills

The post will require knowledge and skills in a range of transactions tasks equivalent to SVQ3 (or equivalent).

A broad knowledge of local government legislation and Council Policy related to one or more service areas being supported, relevant computer systems and an understanding of administrative procedures.

The post should be able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information.

Experience of working in a transactions focused, team-based environment with a demonstrated ability to meet targets is essential.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. The post is therefore required to carry out duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. The post is required to advise his/her line manager if he/she become aware of any unsafe practice or condition or if they have any other safety concerns and should comply with accident and near-miss reporting procedures.

If the post supervise, manage or lead other staff, they are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. The post will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. The post will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns they identify or that are brought to their attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(see attached structure).