

Northumberland County Council
JOB DESCRIPTION

Post Title: Cashier	Director/Service/Sector: Finance – Transactional Services		Office Use
Band: 2	Workplace: County Hall, Morpeth		JE ref: 2710 HRMS ref:
Responsible to: Team Leader	Date:	Manager Lever: N/A	
Job Purpose: To process customer's payments received in person, by post or over the telephone by card.			
Resources	Staff	None	
	Finance	Ensuring cash, credit/debit card payments are correctly attributed to accounts and services.	
	Physical	Ensuring data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.	
	Clients	Council employees, member of the public, public, private and voluntary sector organisations	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Receive and process payments tendered by customers for council and any partner services, ensuring they are receipted and attributed accurately. 2. Ensure the cash office and payments equipment is always secure and the keys are always in the possession of an authorised person. 3. Complete end of day routines to ensure payments are balanced, secured and updated to receiving systems 4. In the event of a system breakdown, use manual receipting, and input details when system is operational. 5. Pass collections to security company, ensuring all security procedures are undertaken. 6. Maintain high standards of customer care at all times and promote a culture of service excellence. 7. Contribute to the continuous improvement of the service. 8. Provide administrative support to the needs of the service. 			
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.			
Work Arrangements			
Transport requirements:	None.		
Working patterns:	Fixed hours 8.30 to 13.00 Monday to Friday – 22.5 hours per week		
Working conditions:	Office based.		

Northumberland County Council
PERSON SPECIFICATION

Post Title: Cashier	Director/Service/Sector: Finance – Transactional Services	Ref: 2710
Essential	Desirable	Assess by
Knowledge and Qualifications		
<input type="checkbox"/> A good general education <input type="checkbox"/> Willingness to undertake appropriate training	<input type="checkbox"/> GNVQ Customer Care Level 2	A, I
Experience		
<input type="checkbox"/> Direct contact with the public, giving help, advice and information. <input type="checkbox"/> Confident in using IT word processing and spreadsheet packages	<input type="checkbox"/> Cashiering role in similar environment <input type="checkbox"/> Cash handling <input type="checkbox"/> Working in an environment governed by clear processes and procedures	A, I, R
Skills and competencies		
<input type="checkbox"/> IT literate <input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources <input type="checkbox"/> Communicates clearly orally and in writing <input type="checkbox"/> Ability to ensure tasks are completed to time and standard <input type="checkbox"/> Accurate and methodically approach to tasks	<input type="checkbox"/> Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone	A, I, R
Physical, mental and emotional demands		
<input type="checkbox"/> Sound verbal communication skills <input type="checkbox"/> Must be able to work as part of a team <input type="checkbox"/> Enthusiastic and committed <input type="checkbox"/> Ability to work calmly and accurately under pressure		A, I, R