

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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| <b>Job title:</b>                  | Accounts Payable Officer                         | <b>Location:</b>                       | Coleford Based |
| <b>Department:</b>                 | Finance  | <b>Service:</b>                        | Finance        |
| <b>Reports to:</b>                 | Accounts Payable/Accounts Receivable Coordinator | <b>Working Hours:</b>                  | 25             |
| <b>Job group:</b>                  | Process & Internal Support                       | <b>Peer group no:</b>                  | PG-C5          |
| <b>Business World Post number:</b> | New post   | <b>Direct Reports (if applicable):</b> | NA             |
| <b>FTE Salary pro rata:</b>        | £25,224 - £27,294                                | <b>Contract type:</b>                  | Permanent      |

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| <b>Main purpose of this specific role:</b>       | Customer Liaison and support, working to ensure effective processing activity on all aspects of Accounts Payable – immediate and responsive. Production and checking of data.  |
| <b>Main requirements for this specific role:</b> | Work with a high level of accuracy having excellent attention to detail Able to work to tight deadlines in a pressured environment Be team focused with a ‘can do attitude’ Have a talent for providing excellent customer service Carry out duties with discretion, integrity and maintaining confidentiality |

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| <b>Essential qualifications/skills /experience specific to this role:</b> | <ul style="list-style-type: none"> <li>• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English</li> <li>• Ability to establish and maintain good working relationships</li> <li>• Natural and engaging style of communication</li> <li>• Ability to apply good judgement and query issues where appropriate</li> </ul>   |
| <b>Desirable Requirements Qualifications, Skills and Abilities:</b>       | <ul style="list-style-type: none"> <li>• Demonstrates the ability to quickly learn new skills, systems, and processes.</li> <li>• Competent in using a range of technology and software packages, including Microsoft Excel, Outlook, Google applications, and Copilot.</li> <li>• Strong written and verbal communication skills with the ability to liaise effectively with colleagues, clients, and suppliers.</li> <li>• Experience with CIS invoice processing is advantageous.</li> <li>• Experience in processing high volumes of emails, invoices, and credit notes for multiple clients is advantageous.</li> </ul>   |
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|   | <b>Generic Job Profile:</b>  |
| <b>Main Purpose of a role within this job group:</b>                      | <p>The purpose of the role is:</p> <ul style="list-style-type: none"> <li>• To deliver high-quality transactional support services that contribute to the efficient operation of business functions and overall service delivery.</li> <li>• To provide a professional and customer-focused service to both internal and external stakeholders, ensuring adherence to established business processes, procedures, and service standards.</li> <li>• To accurately and efficiently process invoices and credit notes for multiple clients, maintaining supplier accounts and ensuring timely investigation and resolution of account queries.</li> <li>• To build and maintain effective working relationships with clients, suppliers, and colleagues to support efficient query resolution and service delivery.</li> <li>• To maintain accurate financial records and data integrity across systems, ensuring compliance with company procedures and audit requirements.</li> <li>• To contribute positively to team objectives by working collaboratively and supporting shared workloads and operational priorities.</li> <li>• To ensure all activities are completed in line with company policies, quality standards, and relevant financial controls.</li> </ul> |

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| <p><b>Key Responsibilities of a role within this job group:</b></p> | <ul style="list-style-type: none"> <li>● Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed.</li> <li>● Collaborate within a team environment, sharing daily, weekly, and monthly responsibilities through a rota system, including office attendance schedules.</li> <li>● Carry out end-to-end business processes in line with company procedures, quality standards, and service expectations.</li> <li>● Accurately and efficiently process invoices and credit notes for multiple clients while maintaining supplier accounts.</li> <li>● Complete supplier statement reconciliations and resolve discrepancies promptly.</li> <li>● Process weekly payment runs for multiple clients within agreed deadlines.</li> <li>● Ensure all customer and company information is captured and maintained accurately within internal systems.</li> <li>● Manage and resolve queries via email and telephone, escalating or redirecting where appropriate to ensure effective resolution.</li> <li>● Update and maintain internal records and databases with a high level of accuracy.</li> <li>● Identify potential issues impacting service delivery and escalate accordingly.</li> <li>● Manage and allocate a high-volume shared inbox, ensuring timely response and actioning of requests.</li> <li>● Process large volumes of data accurately while maintaining attention to detail.</li> <li>● Identify and correctly process CIS invoices in line with requirements and procedures.</li> <li>● Support audit activities and respond to audit-related requests and queries as required.</li> <li>● Undertake additional duties as reasonably required to support business operations.</li> </ul> |
| <p><b>General Accountabilities:</b></p>                             | <ul style="list-style-type: none"> <li>● Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities.</li> <li>● The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>● Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> </ul>   |

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|                            | <ul style="list-style-type: none"><li>To support the response to a major incident, including taking up a designated role within the emergency management framework</li></ul>   |
| <b>Special Conditions:</b> | <ul style="list-style-type: none"><li>There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li><li>You will be expected to work reasonable additional hours in line with the needs of the service</li><li>Full UK Driving License</li><li>Ability to travel/ access to a vehicle for work purposes</li><li>Your role will require a Baseline Personnel Security Standard Check (BPSS)</li></ul> |
| <b>Date reviewed:</b>      | 08/06/2026   |
| <b>Reviewed by:</b>        | Laura Bowers   |
| <b>Manager job title:</b>  | Transactional Service Team Leader  |
| <b>Checked HRBP</b>        | Name Kate Wilkins   Date 10/06/2026  |