

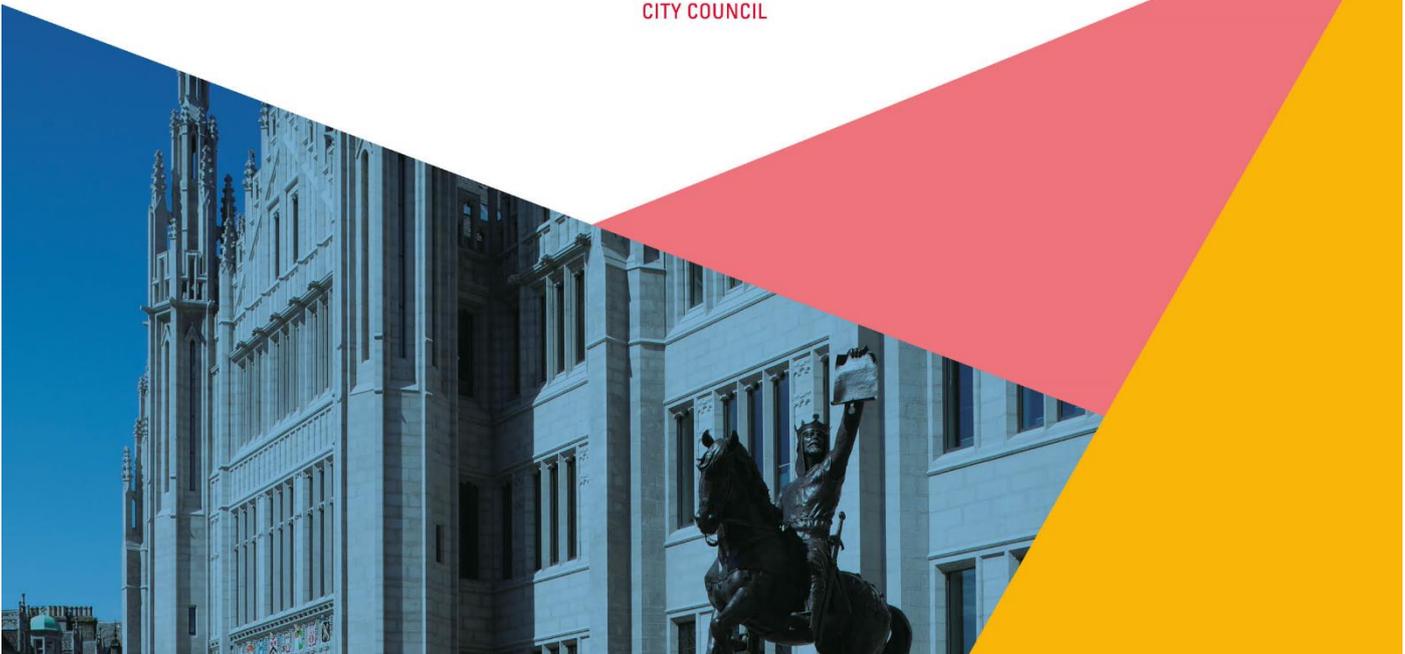


# Aberdeen City Council

## Job Profile

---

# Transaction Services Administrator



## About Aberdeen City Council

*Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.*

The [Local Outcome Improvement Plan 2016 – 2026](#) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](#), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

## About the *Customer* Function

This function is responsible for the management of the ACC customer 'platform', consolidated customer functions and has the duty of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.

The function is there to create the conditions for more of our service offer to be delivered through digital means, to enforce customer standards and to, overtime, build deeper and broader services directly through to customers and communities and away from 'services'. The role is highly reliant on the IT and business intelligence functions and the owner of the Strategic Digital Partner.

## About the *Customer Experience* Cluster

This cluster is responsible for managing all internal and external customer contact across all channels (face to face, telephony, mail, web, social media etc).

## About the *Business Services* team

For information on the Business Services team, please click on the link below:

<https://transformationzoneblog.com/target-operating-model/customer-function/business-services/>

## About the Role

The purpose of the role is to deliver a high-quality administrative service to the Council for all tasks associated with billing and financial transactions.

Job Title

Transaction Services Administrator

Grade

9

Location

TBC



## Key Outcomes and Task Examples

The post holder will deliver:

A high-quality transaction support service to the Council

Examples of related tasks:

- Provide administrative and transactional support to ensure that agreed processing times and quality targets are consistently met
- Proactively raise issues and collaborate across the team to devise improvements and refinements to the service
- Support the Team Leaders to manage demand across all services
- Maintain good communication with customers to fully understand their requirements
- Actively support other Transaction Services Administrators in the delivery of a high-quality Transaction Services function
- Share key management information with Transaction Services Team Leaders, including escalating risks and issues for intervention
- Report agreed metrics such as target success rates, volumes handled and unit costs

## Minimum Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

As a minimum	<ul style="list-style-type: none"> <li>• Standard Grade qualifications or equivalent</li> </ul>
Demonstrate skills and experience in	<ul style="list-style-type: none"> <li>• Financial and administrative procedures</li> <li>• Working with others co-operatively and flexibly to achieve better services and customer-focused outcomes</li> <li>• Using a variety of IT packages</li> <li>• Organising and prioritising own workload</li> </ul>
Demonstrate commitment to	<ul style="list-style-type: none"> <li>• The principles of the target operating model</li> <li>• The priorities and aims of Aberdeen City Council</li> </ul>
Demonstrate understanding of	<ul style="list-style-type: none"> <li>• Relevant policy and legislation</li> </ul>

## Behaviours

The post holder needs to demonstrate the following behaviours:

<b>Communication</b>	Communicates in a way which is clear, open, honest and constructive; shares, listens and responds to information, options, ideas and instructions.
<b>Customer Focus</b>	Recognises customer service is part of everyone's job; takes into account customer needs and expectations; strives to meet expectations where possible, manages expectations where this is not possible; is proactive in improving the service
<b>Professionalism</b>	Maintains the standards expected by the service and the organisation at all times; remembers that they are representing the Council
<b>Respect</b>	Behaves in a way that demonstrates respect for people, property and policy

### Other Requirements

- **Travel as required in relation to the needs of the Service**
- **Work at alternative locations as required**

Function	Customer	Cluster	Customer Experience
Version Date	14/05/2018	JE Number	7852