Job title:	**Payments Officer**
Line manager:	**Payments Business Partner**
Grade ***(if applicable):***	
Direct reports:	**No**

Role purpose:

To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met and the departmental/team objectives are achieved.

Key results:

- Process Invoices into IPOS within target times
- Where appropriate code invoices to appropriate accounts
- Direct and clear invoices from OCR tool Decipher
- Reconcile Individual Supplier Statements as required
- Open and distribute post from Digital Postroom and Post in the Office
- Manage outstanding invoices for approval through liasing with suppliers and colleagues
- To advise and support the business in resolving their queries and issues from post, email, telephone, ensuring that their expectations are managed and proactive resolutions are identified, in a timely manner
- To prepare and post journals in the SUN accounting system as and when required
- To support the Payments Business Partner as and when required
- Carry out other duties and assignments as directed

Success metrics:

- Processing and paying invoices with in terms
- Help to identify and implement improvements to systems, policies and procedures
- Provide value add customer service
- To develop and maintain relationships with external and internal stakeholders in order to support our customers
- To ensure that all policies and procedures are adhered to at all times
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About you:

You will be:

- Able to plan and organise own workload and to meet deadlines
- Able to build relationships with suppliers and colleagues
- Able to work quickly and accurately under pressure

You will have:

- Previous Experience in Group Payments / Purchase Ledger / Accounts
- Experience of Group Payments Policies and Procedures
- A Sense of ownership and initiative in the workplace

Version Date:		**Signed off by:**	