

Job Description

Job Title	Income Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	4
Competency Level	1
Salary	£26,409 - £30,060
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Standard
Job Evaluation Ref No	A9725

Job Purpose

The post holder will work within a dynamic team responsible for the management and allocation of income received from citizens, businesses, and internal service areas. The post holder will ensure that all payments are promptly and accurately processed, maintaining financial integrity and supporting the delivery of high-quality customer service. This role involves investigating and resolving income-related queries, reconciling accounts, and engaging with both internal stakeholders and external partners to ensure efficient income management. The Income Officer plays



a key part in safeguarding the Council's revenue streams and supporting effective service delivery across the organisation

Directly Responsible For:

There is no staffing responsibility for this role

Directly Responsible To:

Income Team Leader

Main Areas of Responsibility:

- Accurately allocate payments received from citizens, businesses, and internal service areas across various income streams, ensuring prompt and efficient reconciliation
- To carry out administrative duties related to the allocation of monies received by the City Council via all methods of payment including, but not limited to, payment received via Bacs, Chaps, telephone, cheque, online or directly into the Council's bank account
- To administer the removal from citizen and business accounts of any credit or debit entry that is later reversed including, but not limited to, Direct Debit Rejection, Card payment chargeback, refund or unpaid cheque.
- Investigate and resolve income-related queries received via phone, email, and other channels, delivering excellent customer service and timely outcomes
- Work collaboratively within the Income Team and with wider Council departments to maintain effective financial processes and income integrity
- Monitor suspense accounts, take action to clear unidentified payments, and ensure correct coding to support budget management
- Maintain accurate financial records, contribute to audit preparations, and assist with reporting and compliance requirements

- Support the implementation of system improvements, automation initiatives, and digital workflows to enhance service efficiency
- Liaise with banks, payment providers, and external partners to resolve discrepancies and streamline payment processing
- Assist in identifying trends or anomalies in income data and contribute to service improvements through insight and analysis
- To ensure that monies received are promptly and accurately allocated to the correct account or cost code

Supervision and Management Responsibility:

- There is no supervisory or line manager responsibility aligned with this role

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Good general education – GCSE grades A-C or 1-5 in English and Maths or equivalent qualifications/experience (A)

Desirable

- IRRV qualification

Experience

Essential

- Knowledge and/or experience of payment taking processes and income processing systems (A)
- Knowledge of the different types of payment collected by the City Council and of payment methods (A)
- Experience of administering income management systems to correctly allocate funds received (I)
- Experience of resolving customer queries by email, telephone or letter (A)
- Experience of dealing with and resolving customer enquiries, by letter, email or over the phone (A)

Desirable

- Recent experience of working in a busy office environment

Skills/Abilities

Essential

- High level of numeracy and literacy to manage account queries and correspondence (A/I)
- Strong IT skills, including proficiency in Microsoft Office (A)
- Ability to interpret and apply legislation accurately and consistently (A/I)
- Excellent communication skills, both written and verbal, to explain complex information clearly (A/I)
- Good organisational skills to manage workload and meet deadlines (A/I)
- Effective interpersonal and negotiation skills, especially when dealing with sensitive or challenging situations (A/I)
- Ability to work independently and as part of a team, using initiative to solve problems (A/I)
- Resilience and professionalism when working under pressure or handling difficult conversations (A/I)
- Ability to work accurately whilst understanding the importance of meeting strict deadlines (A/I)
- Ability to gather and analyse facts and information (A/I)

Desirable

- Working knowledge of revenues processing and/or document imaging systems

Commitment

Essential

- Practising and promoting equality of opportunity and non-discriminatory practices (A)
- Providing a quality service to meet customer needs (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS)