

Payment Officer

Job pack

Thank you for your interest in working at Citizens Advice 1066. In this job pack you will find information about:

- Citizens Advice 1066
- The National Citizens Advice service
- The role profile and person specification
- Application guidance notes



Need more information?

If you have further questions about the role, you can call 01424 721420 or contact us at recruitment@citizensadvice1066.co.uk.



To apply

Please complete the application form **in full** and return to recruitment@citizensadvice1066.co.uk

Please note that we do not accept CVs.

Citizens Advice 1066

As a member of the Citizens Advice service, Citizens Advice 1066 provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our area in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.



Our values

We're inventive – We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous – We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible – We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us

We're local and we're national

Citizens Advice 1066 has offices in Hastings and Bexhill and supports people across East Sussex through local outreach services, as well as specialist energy, immigration, and debt advice. The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of over 250 local Citizens Advice members across England and Wales.

We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to – and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

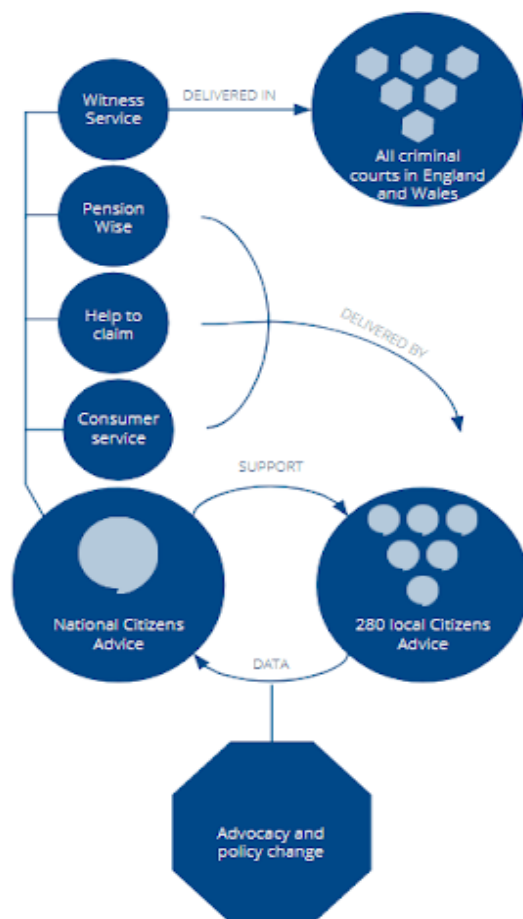
The Citizens Advice network delivers services from:

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- Over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



The role and our team

The role you're applying for is: **Payment Officer**

The role will report to our Finance Manager.

You can find out more about us via:

- The [Citizens Advice 1066](#) website
- The [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

The application process

1. Download the application pack (this document) and application form from the Citizens Advice 1066 website
2. Complete the application form **in full**, and submit it by email to recruitment@citizensadvice1066.co.uk in time for the closing date.
3. We will invite applicants who meet the required standard for an in-person interview at our office in St Leonards.
4. Applicants will be notified of the outcome of their application.

The Role

Job title	Payment Officer
Reporting to	Finance Manager
Salary	£26,471 Full-time, pro-rata part time
Contract	Permanent. Full-time 37 hours per week (part-time hours may be considered)
Annual Leave	Full-time employees working 37 hours or more per week get 31 days of paid holiday, inclusive of the 8 bank holidays. This increases to 32 days after 3 years of continuous service, and caps at 33 days after 4 years. Pro-rata if part-time.
Work base	Office working between St Leonards and Bexhill offices

Role Purpose

The Crisis Payments Officer is responsible for processing Crisis Payment Scheme awards accurately, securely and within agreed timescales, ensuring residents experiencing financial crisis receive approved support promptly and efficiently.

The postholder will work within the payments function of the Crisis Payments Service, administering payments through a range of approved payment methods, maintaining accurate records and audit trails, supporting reconciliation processes and ensuring compliance with financial controls and organisational procedures.

Working closely with the Finance Manager, Service Manager and Assessment Officers, the postholder will help safeguard public funds through robust payment administration, fraud prevention measures and effective record keeping, whilst delivering a responsive and customer-focused service.

Job Description

Payment Processing

- Process approved Crisis Payment Scheme awards through bank transfers, cash-out systems, vouchers, supplier payments and other approved payment mechanisms.
- Verify that appropriate approvals have been obtained before issuing payments.
- Ensure payments are processed within contractual timescales, including urgent same-day and next-day payments where required.
- Administer payments for essential items including food, fuel, household goods and other approved support.
- Monitor and manage failed, cancelled, expired or unclaimed payments and take appropriate follow-up action.
- Liaise with suppliers and payment providers to ensure effective delivery of awarded support.
- Ensure payment information is recorded accurately and securely.

Financial Control and Reconciliation

- Maintain accurate payment records, financial logs and audit trails.
- Reconcile payments against case management systems, payment platforms and financial records.
- Ensure all transactions can be clearly linked to approved client records and authorised decisions.
- Support routine reconciliation and reporting processes.
- Investigate payment discrepancies and assist in resolving financial queries.
- Maintain records and supporting documentation required for audit purposes.
- Contribute to the ongoing accuracy and integrity of financial information.

Fraud Prevention and Compliance

- Apply established financial procedures and internal controls at all times.
- Identify duplicate claims, unusual payment activity and potential fraud indicators.
- Escalate concerns promptly in accordance with organisational procedures.
- Support fraud investigations by gathering and presenting relevant information.
- Contribute to the review and improvement of payment controls and processes.
- Ensure compliance with data protection, confidentiality and organisational policies.
- Support a culture of accountability, transparency and responsible stewardship of public funds.

Service Delivery Support

- Work closely with Assessment Officers and managers to clarify payment requirements and resolve operational issues.
- Respond to enquiries relating to payment status from colleagues, clients and authorised partners.
- Support delivery of a responsive, client-focused service for people experiencing financial hardship and crisis.
- Assist with the implementation of new systems, procedures and service improvements where required.
- Contribute positively to team working and service development activities.

Management Information and Reporting

- Produce routine payment and exception reports.
- Maintain accurate records to support contract monitoring and performance reporting.
- Support analysis of payment trends, repeat applications and operational issues.
- Provide information required for management oversight, audit and commissioner reporting.
- Contribute to identifying opportunities for service improvement through analysis of payment activity and trends.

Organisational Contribution

- Support the values, aims and principles of Citizens Advice 1066.
- Participate in supervision, team meetings, training and development activities.
- Undertake mandatory training including safeguarding, equality, diversity and inclusion, data protection, fraud awareness and trauma-informed practice.
- Maintain high standards of confidentiality and professionalism.
- Work flexibly to meet the needs of the service.
- Undertake any other duties commensurate with the responsibilities of the role.

Disclosure and Barring Service (DBS)

This post is subject to a Basic Disclosure and Barring Service (DBS) check. Continued employment will be subject to satisfactory completion of all pre-employment checks.

Person Specification

Essential

1. Experience of working in an administrative, finance, payments or accounts support role.
2. Experience of processing transactions accurately and maintaining detailed records.
3. Experience of working to deadlines in a busy environment.
4. Strong numerical skills.
5. Good IT skills, including Microsoft Excel and Microsoft 365 applications.
6. Ability to identify discrepancies and follow established procedures.
7. Good verbal and written communication skills.
8. Ability to work effectively as part of a team.
9. A commitment to providing high-quality customer service.
10. Reliable, trustworthy and professional.
11. Able to maintain confidentiality and handle sensitive information appropriately.

Desirable

12. Experience of payment processing systems.
13. Experience within welfare support, local government, housing, financial inclusion or voluntary sector services.

Key Competencies (Citizens Advice 1066 Framework)

- Meeting Customers' Needs
- Planning and Organising
- Problem-solving and Decision-making
- Working with Partners and Stakeholders
- Understanding the Business and its Environment

Guidance Notes for Applicants

Our recruitment process is competency-based. The purpose is to assess how closely your skills and experience, including voluntary and wider life experience, relate directly to the skill areas set out in the Admin Officer person specification. The person specification is included in the job description. For each bullet point we are looking for evidence that you meet it through experience or that it would be a logical next step on what you have achieved previously. The best applications will give examples of what you have done rather than respond on an abstract or theoretical basis. The key competencies list shows the broad areas which apply to this role. There is no need to write examples against the points in this list. We will use your responses to the person specification to inform our assessment against the competencies.

Starting your career, returning to work or looking for a fresh start?

At Citizens Advice 1066, we believe that ability and potential can be found in many different places. We welcome applications from people starting their careers, returning to work after a break, changing direction, or re-entering employment after a period of unemployment.

We know that valuable skills can be gained through education, volunteering, caring responsibilities, community activities and life experience, as well as through paid employment. We are looking for people who share our values, want to make a difference and are willing to learn.

We provide training, supervision, mentoring and opportunities for development, and several of our colleagues have joined us through entry-level roles, volunteering or after significant time away from work before progressing within the organisation.

If you do not meet every desirable criterion in the person specification, but believe you have the skills, values and potential to succeed, we would still encourage you to apply. We are committed to creating an inclusive workplace where people from all backgrounds can thrive and contribute to the communities we serve.

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A 37 hour (full time) working week, with a Time Off In Lieu (TOIL) system
- Full-time employees working 37 hours per week or more are entitled to 31 days' paid annual leave (including the eight statutory holidays). Increasing to 32 days after 3 years of continuous employment and capped at 33 days after 4 years. Employees contracted to work less than full-time hours will have a holiday entitlement which is calculated pro rata according to their contracted number of hours per week, as compared to a full-time employee.
- 3% employer contribution pension scheme
- Access to a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Central locations in Bexhill and St Leonards, with good access to public transport.

- Opportunities to engage in both personal and professional development

Equality and diversity at Citizens

Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Additional information

Please see the [CA1066 website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

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We wish you every success in your application, and thank you for taking the time to consider joining us.