



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Apprentice Finance Liaison Officer
Service	Resources & Assets
Team	Finance
Location	Shute End / Smart Working
Reports to	Senior Management Accountant
Worker Style	Hybrid – Remote working with attendance at Council offices as and when required
Responsible for	N/A
Grade	Level 3 Apprenticeship
Contract Type	Fixed Term 2 Years

Main Accountabilities	
1.	• Manage customer issues effectively and understand when to consult with others, including specialists. • Maintain confidentiality in line with agreed policy and relevant data protection legislation. • Personally own the resolution of some complex cases.
2.	• Assist with the design and development of tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge.
3.	• Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice. • Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction. • Assist with knowledge sharing across case work teams. • Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.





Person Specification	Essential	Desirable
Education/Qualifications	Good standard of education, including excellent literacy and numeracy skills. Practical Work experience in a similar environment.	NVQ, BTEC or other relevant qualification (such as AAT) in Finance.
Experience	Experience within a customer-focused service providing excellent customer service especially in a Finance environment. Experience of administering process to tight timescale and with high levels of accuracy. Experience of assisting in delivering change particularly in relation to process improvement.	Basic working knowledge of the legislative frameworks surrounding the areas of specialism. Experience of supporting and developing others. Good working knowledge of the policies and processes across some of the specialist areas.
Skills/Knowledge	Good IT skills including office software such as Microsoft Excel, Word, Outlook, Power Point. Good written and verbal communication skills. Ability to actively listen, in order to extract and assess the important information.	Experience of using relevant technology and software used within similar service area.

Purpose Details	
Service Purpose	• Manage and control the financial liaison between service budget holders and the finance service. • Ensuring finance oversight and scrutiny to improvement programmes, supporting review of processes with the directorate. • Support and lead the development and implementation of the relevant Council's policies and strategies including the Medium Term Financial Plan. • To deliver effective and efficient services offering value for money, contributing to meeting the Council's ongoing financial challenges. • Enable sound financial governance by providing effective and timely budget monitoring information to service directors and the Chief Finance Officer. • Interpretation of legislation and appropriate financial guidance and policies.
Role Purpose	An opportunity for an apprentice to learn and develop in the Finance Liaison Officer role providing high quality support to the Finance team.





	• Assist the efficient, effective and consistent processing and resolution customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice. • Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction. • Assist with knowledge sharing across case work teams. • Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Reports to Senior Management Accountant for Supervision & Appraisal Training given from wider Finance Support Team
Supervision Given	No line manager responsibilities with this post
Contacts	Customers are internal & external. We process work on behalf of the Management Accountants and other departments within the council.

Resources/Budget Management
N/A

Special Requirements
Requires DBS Check

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N





Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Office / Working from Home

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N





WOKINGHAM
BOROUGH COUNCIL

None of the Above

Y

Disclosure and Barring Service (DBS)

Details

DBS Requirement

Enhanced DBS Check

Eligibility Tool

Find out which DBS check is right for your employee - GOV.UK
([Find out which DBS check is right for your employee - GOV.UK](#))

Evaluation Declaration

Date of Evaluation:

23/07/2026

Evaluated by:

Michael Trayhorn, Senior Management Accountant

