

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT:

DIVISION:

JOB TITLE: Supplier Set Up and Compliance Officer

ROLE PROFILE

Job Title:	Supplier Set Up and Compliance Officer
Department:	
Division:	
Grade:	

Hours (per week):

36

Reports to:

Supplier Set Up and Compliance Team Leader

Responsible for:

Not responsible for any line management

Role Purpose and Role Dimensions:

To provide high quality technical support in the set up and amendment of all commercial supplier records on Oracle Fusion ensuring that service standards and customer requirements are met. To provide full support and guidance to staff on these systems and procedures and resolve any supplier set up issues.

To be responsible for the creation and amendment of non-commercial suppliers (not on I-Supplier portal) interrogating current supplier database to avoid duplication and conflict with interface suppliers.

To be responsible for all supplier site creation and maintenance for both commercial and non-commercial suppliers (I-Supplier portal and non-portal)

To be responsible for supporting suppliers with providing compliant invoices to the Council for electronic invoicing, scanning and manual entry where appropriate.

To contribute to and promote the effective use of the I-supplier portal ensuring full guidance and support is provided to our suppliers enabling them to self-register and self-serve managing their own records.

To develop effective systems to support the achievement of the Council's objectives in respect of the Premier Supplier Programme (PSP) and the achievement of maximisation of rebates through the early payment (EP) of suppliers.

To be responsible for the daily processing of AP forensics (Fiscal Technology) identifying duplicate invoices, duplicate payments including OTP (ad hoc payments raised via self service payments) and duplicate supplier accounts.

This role will support the integrity of the Council's financial system by maintaining a single, high quality commercial supplier database reducing duplication and risk.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Suppliers
Other Local Authorities
BACS
Bottomline
Oxygen
Fiscal Technologies
Oracle
Kefron
External Auditors

Key Internal Contacts:

Accounts Payable
Procurement
Internal Audit & Fraud
All Council departments

Financial Dimensions:

To action all supplier set up and amendments, ensuring all records comply with the Council's policies and financial regulations and statutory regulations.

To ensure due diligence checks are completed for all new suppliers/amendments including:

- verification of VAT registration, bank details and business legitimacy;
- anti-money laundering and HMRC self-employed checks, and

- clear segregation of duties.

To action all confirmation of payee bank account checks ensuring 100% accuracy of data entered on bank verification tool (Bottomline Technologies) for all new supplier accounts and amendments, whether I-Supplier Portal or non-portal suppliers.

To maintain an accurate record of all suppliers set up and amendments providing an effective audit trail.

To prioritise all Premier Supplier set up and amendments working with our business partner Oxygen Finance ensuring appropriate fields and markers are completed on Oracle Fusion.

Key Areas for Decision Making:

To monitor and participate in, the set up and amendment of all commercial and non-commercial supplier records.

To ensure that only valid and appropriate suppliers are set up in line with Council and regulatory requirements

To identify potential risks and duplication of invoices, payments, OTPs and suppliers taking immediate remedial action.

To effectively prioritise daily tasks ensuring to carry out responsibilities competently and effectively in line with all council policies, targets and deadlines.

Other Considerations:

None

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
([Click here for guidance on ROA](#))

Key Accountabilities and Result Areas: Key Elements:

Service Delivery:

This will involve:

- To participate in the set up and amendment of commercial supplier records and non-commercial supplier records including full site management on Oracle Fusion, ensuring the correct legal entity is identified and full know your customer (KYC) checks are completed and the account set up appropriately.
- To ensure confirmation of payee checks are completed for all new bank accounts and amendments ensuring the appropriate documentation is maintained on the supplier account.
- To act as a central point of contact for all commercial suppliers set ups and amendment requests across the Council.
- To ensure all suppliers are fully supported and guidance provided for self-registration and maintenance of their account on the I-supplier portal on Oracle Fusion.
- To participate in Oracle Fusion quarterly patch upgrade testing as the subject matter expert.
- To support and work with suppliers to electronically submit their invoices through the I-Supplier portal/scanning tool/manual entry where appropriate.
- To ensure all invoices submitted via any route are compliant with HMRC invoice standards.
- To maintain a central supplier database ensuring it is accurate, up to date and free from duplication
- To process and review all risks identified by AP Forensic tool (Fiscal Technology) ensuring appropriate action is taken immediately to avoid duplication of supplier accounts, invoices and payments.
- To extract all OTP payment history on a daily basis and complete a manual comparison against pending OTP payments to prevent any duplicate payments.
- To review all supplier set up or amendments to existing suppliers to ensure that internal and external regulatory requirements are complied with

- To ensure that data is entered onto the appropriate Council databases and systems in an accurate and timely manner, adhering to the relevant Council policies and procedures.
- To comply with segregation of duties by maintaining independence from purchasing and ordering functions
- To support the implementation of standard operating procedures for supplier set up and management.
- To review and rationalise the existing supplier database, identifying and archiving suppliers that have not been used. Ensure that supplier deactivation and archiving processes are documented and consistently applied.
- To effectively and efficiently manage their own time and performance to assist with effective service delivery and personal development.
- To ensure the achievement of personal goals, objectives and performance targets.
- To escalate any issues they are unable to resolve to the Supplier Set Up and Compliance Team Leader.

Service Quality:

This will involve:

- Maintaining a high level of customer care and a customer focused approach. Applying appropriate changes to service delivery and practices arising from complaints.
- Maintaining and updating procedures ensuring they meet audit guidelines and prevent fraud
- To ensure robust quality measures are adhered to achieving 100% accuracy. These need to link to continuous service improvement whilst improving current levels of quality.
- Fully review all audit findings related to supplier records and comply with agreed and recommended changes.
- To adapt to new working practices, processes and procedures to meet changing needs and improve service provision ensuring the quality and accuracy of work is maintained.
- To analyse the data provided by our AP forensic tool (Fiscal Technology) providing feedback to team and Governance around suspicious supplier activity, potential future fraud and any improvements to controls and procedures to minimise risk.

Confidentiality

- treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues of bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Protection Policy**.
- There are strict rules and protocols defining employee access and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
 - Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
 - Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, and use protective equipment; report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments; providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in meetings, liaise with trade union safety representatives about safety matters and induct and monitor any visiting contractors as appropriate.

Person Specification

Job Title:

Supplier Set Up and Compliance Officer

Essential knowledge:

Excellent knowledge of supplier management functions, financial controls and due diligence.
Excellent knowledge of using financial management systems e.g. Oracle Fusion.
Significant experience of managing suppliers for a large organisation
Detailed knowledge and understanding of KYC and confirmation of payee checks.
Detailed knowledge of the procure to pay process
Detailed knowledge of invoice processing and payments

Essential skills and abilities:

Excellent attention to detail and accuracy
Ability to understand and analyse data
Ability to be flexible and able to respond effectively to new situations and queries.
Ability to manage conflicting priorities and own personal workload whilst maintaining high quality delivery and achieving set deadlines and targets.
Good interpersonal skills to deal effectively with a wide range of contacts.
Ability to demonstrate good written and oral communications skills to be able to communicate clearly and concisely to a diverse audience.

Essential experience:

Experience of managing large supplier database
Experience of an accounts payable system and processes.
Experience of operating a major financial system, internet application, MS Office.

Special conditions:

To work outside normal hours where it is deemed necessary to do so.