



# Oadby & Wigston

## BOROUGH COUNCIL

### Finance Team Standards

#### Service Overview

The role of the finance team is to provide professional financial services, high quality financial advice and assistance to other Council departments in achieving their service objectives. Services provided by Finance need to maintain a rigorous system of financial controls that ensures robust stewardship of public resources.

The financial services provided include but are not limited to the following tasks:

- Completion of statutory statements of account
- Completing government and other statistical returns
- Revenue and capital budget setting
- Revenue and capital budget monitoring
- Financial strategy and planning
- Financial support on projects
- Professional financial advice
- Treasury management
- Insurance administration
- Income management
- Raising purchase orders
- Payment of suppliers and other creditors
- Raising of sundry invoices

#### Our Customers Promise

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

#### Our Customer Groups

This includes internal departments within the Council, other public bodies, suppliers, residents of the borough, including home owners, council tenants and private tenants and other businesses based in the borough.

### **Our Partners**

We work in close partnerships with other neighbouring local authorities and suppliers of services to the Council.

### **Access**

Customers can access our services in the following ways:

#### **Email**

For Accounts Payable – [creditors@oadby-wigston.gov.uk](mailto:creditors@oadby-wigston.gov.uk)

For Accounts Receivable – [Finance@oadby-wigston.gov.uk](mailto:Finance@oadby-wigston.gov.uk)

Any other queries please contact customer services - [CSC@oadby-wigston.gov.uk](mailto:CSC@oadby-wigston.gov.uk)

#### **Telephone**

Calling an officer's extension directly or via the main council number: 0116 288 8961

### **Our Standards**

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Submit an invoice or approved refund request for payment	Pay all invoices or refund requests that are not disputed	Within 30 days of receipt date
Contact the finance team	Respond to your query as quickly as possible	2 working days