

Post Specification

Post Specification - Key Information

- **Post Title:** Purchase to Pay and Accounts Receivable Service Lead
- **Date:** November 2024
- **Post Group Number:** 8382
- **Job Family:** Business Support
- **Job Family Role Profile:** BS12
- **Final Grade:** Grade 12

To be read in conjunction with the job family role profile.

Service Area Description

The Purchase to Pay and Accounts Receivable team is a key delivery mechanism for the way customers engage with the council and their experience. As part of the Purchase to Pay and Accounts Receivable team this role is essential ensuring effective operational delivery of the managed service areas. Providing an enhanced Customer Service and any associated improvements putting health and wellbeing at the heart of everything we do.

Purpose of this Post

To support the Head of Financial Services with robust management of the Purchase to Pay and Accounts Receivable team concept ensuring effective operational delivery of services which meet performance expectations first time resolution and process redesign, adopting new ways of working.

Key Job Specific Accountabilities

- Manage the operational requirements of the team, ensuring prompt acknowledgement and outcomes to customers, timely responses for the Authority, and ensure compliance with statutory regulations across all Service areas.
- Ownership and responsibility of day-to-day operational decisions and dealing with complex operational issues, supporting staff to ensure high quality controls are effectively deployed across the customer service centre to ensure the service(s) are compliant with internal policy guidance and external regulations, and practice guidelines are consistently delivered across the team.
- Proactively communicate and engage with internal and external stakeholders to escalate and influence timely resolution, effective management of service performance to deliver improved customer outcomes and associated service efficiencies.
- Embed the Purchase to Pay and Accounts Receivable improvement initiatives and ways of working to enhance the service performance deliverables; communicating effectively through daily Team Brief to staff team, influencing and encouraging customers to improve use of technology, process and response times improvement and identification of efficiency savings.

- To support the Head of Financial Services with projects by the concept of shaping and developing inclusive customer experience, focusing on first time resolution, improvements of processes to deliver effective and efficient no wrong door approach to residents of Westmorland and Council.
- Be an active member of the management team, supporting to shape and develop an excellent Front Door customer service.
- Lead motivate and develop the staff team, empowering within a modern learning culture, enhancing performance and excellent customer service to residents, retaining and attracting best talent.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Not responsible for the management of the budget but accountable for maximising income from customers beyond the councils directly employed services
- **Staff Management Responsibilities:** Manage a team across a specified area
- **Other:** None

Essential Criteria

- **Qualifications:** (Required qualifications for the post)
- Educated to NVQ Level 4 or equivalent relevant experience.
- **Knowledge:** (Essential knowledge required for the post)
- Experience of relevant statutory frameworks
- Awareness of current litigation techniques.
- Extensive use of Microsoft Office packages, Word, Excel, PowerPoint or similar packages.
- **Experience:** (Essential experience required for the post)
- Experience of managing complex systems handling large volumes of data.
- Significant Experience of delivering and embedding excellent customer service.
- Significant experience of effective partnership working with internal and external services/organisations.
- **Expertise:** (Essential expertise required for the post)
- Significant experience of Management of staff / teams.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Reading/Looking at subject matter of a distressing nature or dealing with the most complex situations within both business support and specialist teams. Working with a highly demanding pressurised environment, which at times can be stressful. Dealing with difficult situations, conflict and resolution.
- **Physical Demands:** Travelling to support staff in teams throughout the area.
- **Working Conditions:** Working at a computer screen for long periods

- **Other Factors:** N/A

Other Factors:

- *This could include e.g. requirement to travel, or requirement to work outside of normal office hours*