

# Post Specification

## Post Specification - Key Information

- **Post Title:** Purchase to Pay and Accounts Receivable Team Leader
- **Date:** May 2017
- **Post Group Number:** 6694
- **Job Family:** Business Support
- **Job Family Role Profile:** BS9
- **Final Grade:** Grade 9

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

## Service Area Description

The Purchase to Pay and Accounts Receivable team is part of the Finance team. The team provides the operational delivery of the accounts payable and receivable functions for Finance.

## Purpose of this Post

To deliver a high-quality service that meets the customer needs, whilst optimising technology and improved processes to deliver an excellent customer experience.

To improve outcomes for the people of Westmorland and Furness both internal and external customers through the management of the daily operational delivery of a robust, efficient and effective customer focused teams across a range of services within the Purchase to Pay and Accounts Receivable and Accounts Receivable team.

To manage the performance of staff teams to deliver to high standards across arrange of services embedding the Purchase to Pay and Accounts Receivable team way of working and Westmorland and Furness Council's behaviours.

## Key Job Specific Accountabilities

1. To supervise, recruit, develop and motivate staff teams to achieve effective and efficient performance. Responsible for performance appraisals of staff team and appropriate development reviews identifying key training needs and ensure continuous professional development.
2. To organise and co-ordinate day to day allocation of workflow throughout the team, ensuring service priorities are met, the team are effectively targeted, whilst operating in accordance with established procedures.
3. Making day to day operational decisions and dealing with complex operational issues, queries complaints and problems from a range of stakeholders and approving actions outside standard operational delivery.
4. Provide an enhanced customer service in accordance with agreed service levels and associated performance measures.
5. To ensure that relevant statutory obligations are met through checking service specific processes and systems to support the service centre adhere to statutory requirements.
6. To ensure appropriate actions are taken to mitigate risk of service deliverables.

7. Supporting the Head of Financial Services to implement continuous improvements across the Purchase to Pay and Accounts Receivable team by the development and identification of system improvements and processes for all services and deliver efficiencies, participating in projects as appropriate.

Support the organisation in an emergency response as required.

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

### **Key Facts and Figures of the Post**

- **Budget Responsibilities:** Manage agreed resources and financial transactions
- **Staff Management Responsibilities:** Manage Purchase to Pay and Accounts Receivable Administrator staff within a Team and across teams where required
- **Other:** None

### **Essential Criteria**

- **Qualifications:** (Required qualifications for the post)
- NVQ3 or 4 or equivalent experience or knowledge in the relevant work areas
- **Knowledge:** (Essential knowledge required for the post)
- Experience in a demanding role working with Microsoft office including Word, Excel, Outlook, PowerPoint, and SharePoint.
- Knowledge of complex and diverse processes, procedures and systems within a business support environment
- **Experience:** (Essential experience required for the post)
- Experience of managing and motivating staff and allocation of work with key performance indicators.
- Experience in delivering excellent customer service by different methods of contact across a range of services both internal and external Stakeholders.
- Experience of change management and change behaviours to improve the customer experience.
- Experience of developing and monitoring service performance.
- Adaptability to pick up staff teams across a range of services.
- **Expertise:** (Essential expertise required for the post)
- Experience in resource management allocation to staff across the service centre to meet the demands of the customer.
- Experience of devising, implementing, monitoring and maintaining accurate administration systems

### **Disclosure and Barring Service (DBS) Checks**

- This post does not require a DBS check.

### **Job Working Circumstances**

- **Emotional Demands:** N/A
- **Physical Demands:** N/A
- **Working Conditions:** N/A
- **Other Factors:** N/A

### **Other Factors:**

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