



Cumberland Council

Post Specification

Date	February 2026
Post Group Number	8969
Post Title	Purchase to Pay & Accounts Receivable Team Leader
Job Family	Business Support
Job Family Role Profile	BS9
Final 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 a key delivery mechanism for the Transformation Programme and 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 to the delivery of 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 Service Lead and Service Manager in the day to day delivery of a high-quality service that meets the customer needs, whilst optimising technology and improved processes to deliver an excellent customer experience.

To manage the performance of staff teams to deliver to high standards across the service, ensuring continued compliance with statutory regulations.

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 Service Manager to implement continuous improvements across the service area 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	<ul style="list-style-type: none">• Manage agreed resources and financial transactions
Staff Management Responsibilities	<ul style="list-style-type: none">• Manage staff within a Team and across teams where required.
Other	<ul style="list-style-type: none">• None

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ3 or 4 or equivalent experience or knowledge in the relevant work areas
- 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 in a demanding role working with Microsoft office including Word, Excel, Outlook, PowerPoint, and SharePoint.
- 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
- Experience of change management and change behaviours to improve the customer experience.
- Experience of developing and monitoring service performance.
- Knowledge of complex and diverse processes, procedures and systems within a business support environment
- Adaptability to pick up staff teams across a range of service.

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

- Subject to service area being supported, DBS check may be required within the current guidelines