

## Job Profile

<b>Provisional Job Title:</b> Team Leader – Deputy Payments Team Manager	<b>Grade:</b>
<b>Section:</b> CS Payments Team	<b>Directorate:</b> Children’s Services
<b>Responsible to:</b> Finance Manager Payments	<b>Responsible for:</b> Deputising for the Payments Team Manager. Line managing 2 FTE financial assessment officers and 1 FTE apprentice.
<b>Post Number/s:</b>	<b>Date</b> 1 April 2019

### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose:

To directly line manage the financial assessment functions for the department, including ensuring financial assessments are completed accurately and in a timely way, and the results of financial assessments are appropriately recorded and reported. Deputising for the Payments Team Manager as required, including during absences and leave, and providing support across the payments, income and other transactional functions of the team as required. Taking the lead on implementing changes to the financial assessment processes, ensuring controls are effective and being followed, and checking and certifying financial assessments and payment schedules.

**Specific Duties and Responsibilities:**

1. Conducts regular reviews of the financial assessment systems, processes, procedures and controls, and ensures required updates and improvements are implemented in a timely way. Ensures financial and administrative practice is carried out in accordance with Corporate, Audit and Departmental Guidelines, and regularly reviews that best practice is being applied consistently across payment processes.
2. Responsible for the line management of the Financial Assessment Officers, ensuring relevant Council and Departmental policies and procedures are being followed and regularly reviewed in their areas of responsibility, and taking appropriate and timely action when required.
3. Monitors the day to day workloads of the Financial Assessment Officers and performance, proactively setting targets, monitoring progress against the targets, and supporting through problem solving and effective supervision so that performance targets can be met and maintained.
4. Acts as Certifying Officer for the team, including for payment cycles, the release of payments through the system interface, and for procurement cards, ensuring an audit trail is effectively maintained.
5. Deals with and responds to enquiries from both internal and external stakeholders and correspondents, including service users, carers and providers, and investigates and responds to complaints and Freedom of Information requests as appropriate.
6. Assists with the development and testing of Departmental finance IT systems appropriate to their area of responsibility, including delivering on work streams within system reviews and projects, replacement systems and new processes.
7. Ensures that income is accurately invoiced for in a timely way, and takes responsibility for monitoring and reporting on income receipts and debts. Ensures that income commitments are recorded on the system (presently Mosaic) as appropriate.
8. Attends meetings as required with team managers and service managers, providing professional financial and administrative advice and input, and ensures that information flows between other teams and services are effective for service needs.
9. Oversees, in conjunction with the Payments Team Manager, the Departmental requirements in respect of petty cash, expenses, procurement cards, and other related transactions, ensuring that effective procedures and controls are in place and being followed.

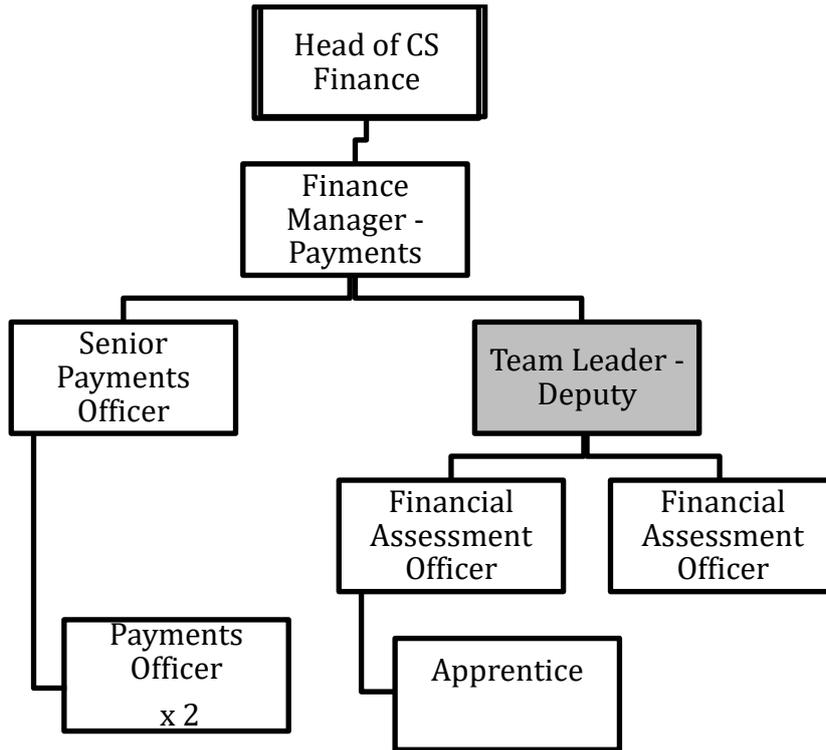
### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

### **Additional Information**

Directly line manages the Financial Assessment Officers and the Apprentice.

### **Current team structure**



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### Our Values and Behaviours<sup>1</sup>

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a 'can do' attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

Requirements	Assessed by A & I/ T/ C
<b>Knowledge</b>	
Knowledge of the types of services commissioned across Social Services	Interview
Knowledge of transactional systems and processes	Application/Interview
Knowledge of financial and process controls	Application/Interview
<b>Experience</b>	
Managing staff, including appraisals, supervision & staff development	Application/Interview
Managing transactional processes on systems, including checks and authorisations.	
Participation on project work streams and implementing changes	Application/Interview
Prioritising staff tasks & organising staff workloads within a busy environment.	Application/Interview
<b>Skills</b>	
Good IT skills, with particular ability to efficiently use finance systems and produce meaningful reports	Application/Interview
High standard of both written and oral communication skills	Application/Interview
Proven ability to problem solve and implement changes	Application/Interview
<b>Qualifications</b>	
N/A	

<sup>1</sup> These values and behaviours will be developed further as the SSA becomes established.

