



### Job Profile

<b>Provisional Job Title:</b> Head of Transactional Services	<b>Grade:</b> MG1
<b>Section:</b> Financial Management	<b>Directorate:</b> Finance
<b>Responsible to:</b> Chief Accountant	<b>Responsible for:</b> 3* Transactional Services Managers (Direct)
<b>Post Number/s:</b> 1 post	<b>Date</b> January 2024

#### 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 of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

Responsible for the effective management of the finance transactional services contract and related accounting functions.

#### Specific Duties and Responsibilities

Responsible for ensuring performance of the Finance Transactional Services contract including performance monitoring against, and compliance with, the contract specification and performance indicators.



Responsible for liaison between Council staff and the contractor in ensuring the efficient use of the system(s), addressing any issues raised and encouraging development and implementation of service improvements.

Responsible for certain related accounting functions, reconciliations and sundry debt collection functions which fall outside the scope of the contract.

Assists on other groups within the Financial Management Division as directed, to provide flexible response to peak workloads.

Ensures that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.

Provides effective management of staff including recruitment, training, development and appropriate application of policies and codes of practice on staffing matter.

### **Generic Duties and Responsibilities**

To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

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 working 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 both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role.

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.

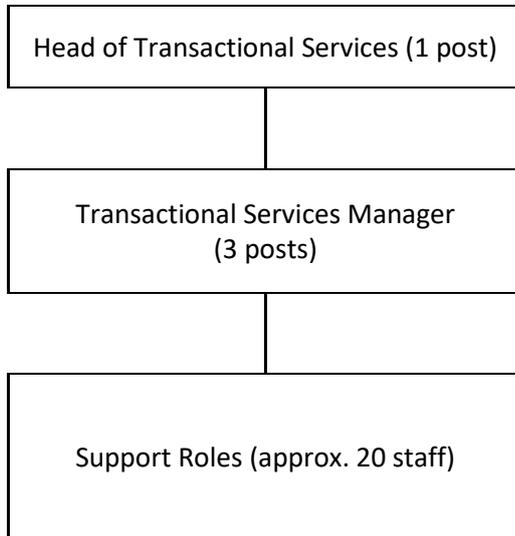
### **Additional Information**

Line management responsibility for the following posts:

3x Transactional Services Manager



### Current Team Structure





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**Our Values and Behaviours**

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

**Think Bigger.** Our work is important and challenging. We find the time to plan ahead. We’re ambitious and were not afraid to do things differently or challenge the status quo.

**Embrace Difference.** Whoever we are, our energy and empathy, our strength and ideas come from our mix of different minds. We don’t stand by, we stand up for each other’s differences.

**Lead by Example.** Whoever you are, whatever we do and whatever role we play we can all show leadership. We’re ready for anything and we’re dependable. We strive to improve, and we support each other.

**Connect Better.** We are a big team working across two boroughs. The way we connect and collaborate with each other, and our partners makes the difference for our residents.

**Put People First.** How we as people do the best we can to help the people of Richmond and Wandsworth to thrive. Whatever we do we focus on what it means for people we work with and the people we serve.

Requirements	Essential	Desirable	Assessed by A/I/T/C (see below for explanation)
<b>Knowledge</b>			
Good understanding of the legislation required to produce the statement of accounts.		Y	A/I
A good understanding of all aspects of finance systems (Accounts Payable/Procure to Pay, General Ledger and Forecasting, Accounts Receivable, Income Management) and their importance in the sound financial management of the Councils.	Y		A/I/T
An understanding of why effective contract management is essential in achieving value for money in a local authority environment.	Y		A/I/T
<b>Experience</b>			
Experience in a local authority budgetary control, accounting and financial reporting environment.		Y	A/I
Experience of managing a contract or working alongside a contractor to achieve the best outcomes for the organisation.	Y		A/I/T
Experience of project management across a multi-disciplinary environment (e.g. experience of managing a project with another department or organisation).	Y		A/I/T
<b>Skills</b>			
Good interpersonal skills to liaise with Directors, external auditors, contractors and service managers.	Y		A/I/T
Ability to demonstrate a track record of applying good analytical skills and lateral thinking to develop creative and innovative system solutions.	Y		A/I
Ability to make effective decisions, manage conflicting priorities and meeting deadlines whilst under pressure.	Y		A/I/T
Ability to challenge existing procedures, maintain strong effective controls and constructively advise as appropriate.	Y		A/I/T
The ability to compile and present performance measurement data in way that ensures effective feedback to the contractor.	Y		A/I/T
Ability to provide sound leadership to the team as well as motivate, develop and performance manage staff.	Y		A/I
Proficient IT skills to use spreadsheets, financial systems and other relevant packages for analysis and presentation.	Y		A/I/T
<b>Qualifications</b>			
Fully qualified CCAB or equivalent or substantial relevant experience.		Y	A/C



**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**