

**Manchester City Council
Role Profile**

**Technical Officer (Finance), Grade 6
Service: Shared Service Centre
Directorate: Corporate Services
Job Family: Business Support**

Key Role Descriptors:

This role is based within a service in Manchester City Council which provides a specialist technical support to both the organisation and customers.

The role holder will provide a professional, customer focused, specialist technical support which enables the delivery of service objectives and provides a high-quality service to stakeholders in line with guidelines, policies and procedures and statutory requirements.

The role holder will support the delivery of a range of projects, initiatives or work packages that comply with relevant legislation and help achieve the Council's corporate aims and objectives.

The role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

Key Role Accountabilities:

Develop and maintain a high level of technical expertise in respect of relevant aspects of legislation, policy, good practice, procedures and systems. Support and coach colleagues in these areas and develop the service in general in its understanding and use of legislation and good practice in these areas.

Provide a flexible, responsive technical support function to support the work of the service in an effective manner, ensuring all team members understand and are committed to the aims and objectives of the service.

Produce and maintain timely and effective progress reports as required, that are presented in a clear and meaningful way.

Contribute to the management, development and improvement of policies and processes. Take a proactive approach to evaluating workload issues and delivery methods and contribute to the development of service improvement initiatives to improve the service for stakeholders.

Ensure that customer complaints are resolved effectively in accordance with Corporate and service expectations.

Assist in the provision and validation of management information required corporately or by central government, assisting and advising representatives of other departments or organisations carrying out inspections, audits and reviews.

Assist with the accurate collation, completion and return of information needed for miscellaneous reports and government statistical and financial returns.

Contribute to the management and development of the service through participation in the development, maintenance and delivery of business plans, training plans and service standards unit in order to achieve current legal requirements and corporately and nationally defined standards of performance and good practice.

Design and deliver formal and informal training and coach staff on a one-to-one basis.

In the absence of the relevant line manager or in a training context, deputise for team managers, allocate work, monitor progress and supervise junior staff.

Demonstrate a personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Shared Service (SSC) forms part of the Corporate Core directorate and is the Council's back-office support function, split into two areas: **Finance Services and Employee Services**.

Finance Services deal with transactional activity and back-office support for financial process to the Council, teams include:

Purchase Ledger and Data Management - This team is responsible for the management of all of the outgoing payment processes between the Council and suppliers for goods and services. The team also maintain financial accounts/databases and produce reports and financial information for publication.

Income and Cash Receipting - This team is responsible for the management of all income into the City Council, ensuring that received funds are allocated to departmental systems in a timely manner.

Revenues & Benefits Finance - This team is responsible for transactional support to the Revenues and Benefits service. Using systems and financial accounts/databases to process payments/ refunds and maintain relevant records.

Employee Services deal with all transactional matters relating to employees of the Council and stakeholders who purchase employee services, teams include:

Resourcing, Statutory Compliance, Organisational Management - These teams provide support to managers and employees on a range of activities, working closely to support the organisation; Their duties include the appointment and movement of new and existing employees, ensuring compliance with statutory requirements and governance. They also maintain and manage the Council's organisational structure.

Employee Lifecycle and Schools Support Team - These teams provide administrative support and guidance on HR and payroll transactional processes which may impact or affect employment with the Council or Schools.

Academies/NMP - This team provides a full payroll and HR transactional service to a number of external Academies and Non-Manchester Organisations.

Technical Payroll - This team provides detailed system support, configuration and data for payroll and pension in all relevant aspects for compliance, deals with queries and historical challenge from HMRC.

Pensions - This team supports and delivers information and guidance to enable current or ex employee's options and requirements in relation to their pension. Provides information to support historic and complex case work, working closely with colleagues and stakeholders.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication:** Ability to advise others and deal with sensitive issues in difficult situations.
- **Analytical Skills:** Demonstrate the ability to apply statistical methods to analyse and resolve business and technical problems.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **ICT Skills:** Ability to configure appropriate areas of technical support in a large organisation.
- **Problem Solving and Decision Making:** Ability to analyse situations with attention to complex detail, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Numeracy:** ability to handle extensive statistical and financial data, carry out calculations and validate results by estimation.

Technical Requirements (Role Specific)

- Knowledge of all aspects of financial regulations to be able to provide accurate and reliable information in different circumstances. Knowledge of, and ability to explain and translate complex financial legislation so that service users can base important decisions on the full and complete facts.