**Manchester City Council**

**Role Profile**

**Exchequer Team Manager, Grade 7**

**Service: Exchequer Services, Financial Management**

**Directorate: Corporate Services**

**Reports to: Exchequer Operations Manager**

**Job Family: Transactional Back Office**

**Key Role Descriptors:**

This role will lead and manage a team of staff responsible for providing a transactional back office function.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in professional decision making

The role holder will develop systems and procedures for receiving, recording and analysing feedback from departments and other main contacts in connection with the service.

**Key Role Accountabilities:**

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures.

Develop and manage internal and external client relationships and expectations with other teams to ensure the highest standard of service delivery.

Ensure the monitoring and evaluation of service delivery to ensure that performance targets are met.

Provide robust and effective analysis of information, using outputs to inform work packages and advice to client services. Support the development and implementation of systems and processes which prioritise work requests based on meeting key corporate objectives.

Review processes and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the service

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Roles at this level will be required to undertake management of resources. Staff management may be through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

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:**

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Exchequer Services forms part of Financial Management within the Corporate Core directorate, and is the Councils back-office support function for transactional services.

Exchequer Services is broadly split into these main areas:

**Purchase Ledger** - The management of all outgoing payment processes between the Council and suppliers for goods and services. Paying invoices, resolving associated queries, working to Statutory Regulations to pay invoices within required deadlines.

**Data Management & Technical** – Maintaining financial records and producing reports for various users. Daily batch payment file uploads, managing bank mandates, maintaining vendors, reconciliations, administering other financial schemes such as purchase cards and travel passes.

**Income and Receipting** – The management of income into the City Council, ensuring that received funds are correctly allocated in a timely manner. Monitoring and clearing suspense accounts, preparing income files, receipting and banking income, account reconciliation, processing refunds.

The Exchequer Team Managers will line manage a team responsible for transactional financial processes, to create an effective and efficient service that meets targets in a consistent manner.

Team Managers will be required to successfully develop and manage internal and external client relationships and expectations. They will also maintain good working relationships with team members and other stakeholders, including effective transfer of knowledge, information, best practice and service continuity.

Team Managers must ensure that management and financial controls are maintained and developed for all transactional processing and staff training is regularly reviewed and carried out. Role holders will also be expected to provide timely and relevant ad hoc advice and information in subject matter specialism, consistently and to strict deadlines.

Exchequer Team Managers tasks include, but not limited to: a variety of financial and management duties across Exchequer Services. Taking a lead for their area on key stakeholder relationships, system, policy and process development and implementation, internal audits, maintaining high standards of service delivery, staff line management and training and ensuring service continuity and resilience, implementing and maintaining KPIs and SLAs, investigating problems and implementing solutions, maintaining segregated duties in teams and processes, providing management reports and data, driving continual improvement.

Exchequer Team Managers are required to work across all areas of Exchequer Services, carrying out duties appropriate to the role, and will be required to deputise for other Team Managers and the Operations Manager during absences.

 **Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

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

**Generic Skills**

* **Interpersonal Skills:** Ability to advise others and deal with sensitive issues in difficult situations, negotiating riskier demands and difficult agreements. Is able to influence or persuade internal or external stakeholders.
* **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **People Management:** Ability to manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.
* **IT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Financial Management:** Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures.

**Technical Requirements (Role Specific)**

* Experience of working in a performance driven environment and working under pressure to achieve targets.
* Familiarity with one or more of the following: Accounts Receivable, Accounts Payable, Income and Cash Management or back office administration and processing.
* Good understanding of relevant process modules in the SAP ERP system (e.g. Procure to Pay and / or Service To Cash ).
* People management experience