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| **Profile Title:** | Commercial Services Manager | bmbccolb |
| **Reports to:** | Head of Financial Services |
| **Employee Supervision:** | Upto 47 employees | **Grade:** | 12 | **Profile Ref:** | 90547 |
| **Purpose of the Post** |
| Leadership and management of shared and commercial financial services functions. |
| **Responsibilities** |
| * Overall management of shared and commercial financial services covering 3 main functions (pay, payments and transactions) , covering payroll, employee admin, trading services, payment processing, premier supplier scheme, financial assessments, VAT returns, BACS processing, bank reconciliation, insurance claim handling, pensions, compliance management, statistical returns, management of contracts, service level agreements, etc.
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| * Overall management of a payments processing and transactions function ensuring that systems are appropriately utilised to administer payments and reconciliations to meet tight deadlines.
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| * Lead, manage and motivate a team of employees, providing direction and co-ordination of workloads, support and guidance, dealing with recruitment, motivation, training, welfare and discipline issues as appropriate.
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| * Responsible for ensuring the team deal politely with customers, ensuring a seamless service as well as provision of professional advice, guidance and information including taking a lead role in 'key account management' of the financial services trading company.
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| * Lead on resolving complex queries, issues and disputes arising from customers and service providers, ensuring a customer focussed service, keeping them informed of progress and actions.
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| * To drive forward and grow the business to deliver the anticipated market share and profit in line with the business plan including identifying and developing shared services opportunities for transactional services.
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| * To lead the management of performance linked to corporate objectives and development of actions to deal with exceptions.
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| * To actively lead the continuous cycle of business re-engineering ensuring improvements across all functional areas. This will seek to drive forward efficiencies by continuously adapting, designing, monitoring and reviewing working practices, procedures and systems, making suggestions and implementing improvements to enable continued development.
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| * To lead the continuous review of technologies and replacement of financial systems to ensure working practices are updated to support the leading technologies.
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| * Lead in the development of strategic and operational plans, ensuring legislation and service priorities are incorporated into working practices.
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| * Design and drive forward developments as part of the service planning cycle and ensure employees have challenging work and involvement in developing new ideas to support their learning and development.
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| * Overall responsibility for managing compliance information, presentation of complex reports and returns (to drive forward effective compliance management), ensuring they are appropriate for internal and external audiences.
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| * Take a lead role in developing and delivering the service marketing plan and income generation plan, ensuring promotion of the service and management of beneficial relationships with all stakeholders for existing and new services.
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| * Liaise, negotiate, influence and collaborate with internal and external stakeholders including managers, employees and members of the public, ensuring information and communication links are maintained.
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| * Lead on business re engineering across the commercial financial services function to drive forward efficiencies by continuously adapting, designing , monitoring and reviewing working practices, procedures and systems, making suggestions and implementing improvements to enable continued developments and improved service performance.
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| **Education and Training** | **Measure** | **Rank** |
| * Relevant Level 7 qualification.
 | A/C | E |
| * Training of Microsoft Office to intermediate level.
 | A/C | E |
| * Project Management Training e.g. PRINCE II or willingness to undertake training.
 | A/I/C | E |
| * Management and supervisory skills.
 | A/I/C | E |
| * Willingness to undertake the Councils Leadership Programme
 | A/I | E |
| * Evidence of Continuing Professional Development.
 | A/I/C | E |
| **Relevant Experience** | **Measure** | **Rank** |
| * Extensive and proven experience at a senior managerial level in a financial / commercial service environment.
 | A/I/P | E |
| * Excellent leadership, management and change management experience within a large complex organisation.
 | A/I | E |
| * Significant experience of developing and managing service improvements, including business process re-engineering.
 | A/I | E |
| * Experience in undertaking performance management, setting and agreeing targets, monitoring activities and undertaking reviews to ensure continued service improvement.
 | A/I | E |
| * Extensive experience of planning, determining priorities, organising, managing workloads, setting / meeting targets and deadlines.
 | A/I | E |
| * Extensive use of IT techniques and Microsoft Packages operating in a commercial environment.
 | A/I | E |
| * Previous local government experience using authority based systems.
 | A/I | E |
| * Significant experience in delivering customer services and operating in a commercial environment showing business acumen as required.
 | A/I | E |
| **General and Special Knowledge** | **Measure** | **Rank** |
| * Knowledge of current Local Government financial policy, procedures and statutory regulations.
 | A/I | E |
| * Comprehensive understanding of payments and processing in a high volume transactional environment.
 | A/I | E |
| * Ability to implement processes related to financial regulations and legislation.
 | A/I | E |
| * Knowledge of government legislation and policies impacting on data and information management and associated governance.
 | A/I | E |
| * Knowledge of preparing tenders and bids, pitching for business and managing contracts.
 | A/I | E |
| * Knowledge and understanding of financial services issues within a commercial service environment and / or school.
 | A/I | E |
| **Skills and Abilities** | **Measure** | **Rank** |
| * Excellent communication, negotiation, facilitation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders.
 | A/I | E |
| * Possess a positive and enthusiastic approach and ability to lead, motivate and manage teams, providing support and development of the workforce and achieve objectives.
 | A/I | E |
| * Ability to adopt a flexible and creative approach to problem-solving, adapting to changes in circumstance or information.
 | A/I | E |
| * Strong organisational and time management skills with the ability to work under pressure whilst managing a challenging and diverse workload to deadlines, using own initiative.
 | A/I | E |
| * Skilled in producing accurate, complex and high quality documentation including reports, ensuring they are suitable for particular audiences.
 | A/I | E |
| * Ability to work effectively on your own as well as part of a team in a customer focused environment, including identifying and responding to client needs.
 | A/I | E |
| * Ability to think strategically ensuring work plans contribute towards corporate objectives and that strategies are appropriately revised.
 | A/I | E |
| * Ability to adapt behaviour and actions based on learning and be prepared to challenge and be challenged whilst remaining objective, calm, confident and composed under pressure.
 | A/I | E |
| **Additional Requirements** | **Measure** | **Rank** |
| * Positive attitude towards financial issues, problem solving and wider work bases achievement.
 | A/I | E |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.
 | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post.
 | A/I | E |
| * Ability to manage politically sensitive and / or financially confidential issues.
 | A/I | E |
| * Work in accordance with the council's vision, values and behaviours – working together, honesty, excellence and pride.
 | I | E |
| * Able to undertake any travel in connection with the post.
 | A/I | E |