



Role Profile

The Role			
Role Title:	Finance Operations Lead	Reporting to (job):	Finance Operations Manager
Legacy job titles covered by this role profile:	New Role	Jobs that typically report into this role:	Finance Transaction Processor
Function / Org Unit	Finance, IT & Planning / Financial Control & Reporting	Job Number:	
Base and travel	Southwater	Band (<i>to be assigned by Reward</i>)	B
Role Dimensions			
Number of direct reports	7-11	Manager/Individual Contributor:	Manager
Number of dotted line reports	0	Budget (Operating/Capital)	N/A
Total No of Reporting Staff (include all direct and indirect reports)	7-11	Decision Making Authority & Responsibility for Resources	Responsible for the team of transaction processors, making day to day decisions based on established procedures and precedent. Has autonomy to make decisions but is supported by the Finance Operations Manager for more complex areas.
Working Environment	Office Based		

Role Purpose	<p>A key role within the Financial Reporting & Control team, this role will, along with [], support and deputise for the Finance Operations Manager who leads on all of the finance operations and transaction processing. Including, but not limited to:</p> <ul style="list-style-type: none"> Income processing (under direct control of a separate Finance Ops Lead) Invoicing Banking (under direct control of a separate Finance Ops Lead) Expenses Credit cards Payments Purchasing Systems support for Sage users <p>This role will supervise the new team bringing together invoicing, payments, purchasing, expenses, credit cards and system support into one centre of excellence. The postholder will play a key role in optimising our systems and driving a best in class, efficient and effective team that will respond to our changing demands quickly.</p>
Principal Accountabilities	<p>Ensuring that all operational aspects of the Society's financial transactions are processed in an accurate, efficient, and timely manner by the respective team.</p> <p>Contributing towards continuous improvement and encouraging participation of team members towards the concept of continuous improvement.</p> <p>Motivating, training, and developing staff within agreed policies and practices to maintain an effective workplace capable of meeting its objectives.</p> <p>Assisting to monitor business volumes, collate and analyse management information, compiling data and reporting information on activities to support decision making and management planning.</p> <p>Ensure that a high standard of customer care is provided at all times.</p> <p>Comply with all the financial and legal requirements, responsibilities and obligations.</p>

	Ensure the Society has strong financial controls and they are effectively designed and operate efficiently.
Key Interfaces	<p>Main interface with Finance Ops Manager and the team of Financial Transactions Processors giving advice, guidance and support. Works alongside a separate Finance Operations Lead responsible for income and banking.</p> <p>Monitoring workloads and quality of work plus ensuring targets are met.</p> <p>Resolving internal and external customer issues in the first instance.</p> <p>Working with external 3rd parties such as banks and suppliers to resolve issues.</p>
The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Specialist knowledge – expertise in Financial Transaction Processing general practices. Continually maintains technical knowledge. • Planning, action orientation & results driven – Organises and prioritises work, with a readiness to make decisions. • Quality orientation - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met. • Influencing & engagement – Ability to guide, motivate and empower others in order to reach organisational goals. • Oral and written communication - Speaks clearly, fluently and in a compelling manner. Ability to provide advice with a strong problem solving ability. • Flexibility and resilience - Successfully adapts to changing demands and conditions. Maintains effective work behaviour in the face of setbacks or pressure. • Personal motivation - Commits self to work hard towards goals. Shows enthusiasm and commitment.
Essential Key Skills, Qualifications & Experience	<p>Full Accounting Technician (AAT) qualification or equivalent experience.</p> <p>Experience in AP/AR supervision role of a large processing team.</p> <p>Problem solving ability.</p> <p>Proven experience of line management.</p> <p>Successful track record of financial management including AP/AR/Cash Management.</p>

	Conflict resolution experience.
Desirable Key Skills Qualification & Experience	Customer service / stakeholder management experience

Creation and Authorisation			
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>			
Profile written by:	Mike Jenkins	Role:	Interim Financial Controller - Finance, IT & Planning
Approved by (operations):		Role:	
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Date Job last evaluated:		Date:	February 2021