

Post Specification

Date	July 2025
Post Group Number	8690
Post Title	Service Manager – Financial Transactions & Administration
Job Family	Regulation and Technical
Job Family Role Profile	RT17
Final Grade	17

To be read in conjunction with the job family role profile

Service Area description

The post will be responsible for the Transactions and Financial Administration Services that fall within the responsibility of the Chief Financial Officer and will also be required to consider the interfaces and interdependencies these service have throughout the Council.

The exact service areas may vary from time-to-time as the Council reviews its operating model. Amongst other associated service areas, the team is currently responsible for Accounts Payable, Accounts Receivable, Income management and associated banking functions.

The role will ensure a strong financial management and control measures are in place.

The role will lead the Councils Insurance Services, including managing insurance claims and provision of specialist information and advice to support the safeguarding of assets by maintaining and administering insurance and/or through actively deciding to self-insure certain risks.

The role will be responsible for managing some areas of taxation.

The role is key to safeguarding of the Councils financial position.

Purpose of this post

This role will provide strategic oversight of the Transactions and Financial Administration Services, supporting the identification and management of emerging risks and opportunities for further service improvements and efficiencies, engaging with key stakeholders and projects to ensure these operations meet the strategic objectives of the Council.

This role will lead, manage and continuously develop the operational delivery of a robust, consistent and professional service across the Council in accordance best practice: with key accountabilities for ensuring efficient and effective policies, procedures and systems of work are in place and to provide technical advice and guidance on specialist functions within the teams remit.

To lead and promote consistent practice across the Council, maximising income collection and recovery across the area of responsibility.

Ensuring processes operate efficiently to deliver robust financial and accounting information across the Council.

This will require the provision of information and advice to support option analysis, decision making and effective financial control and provide constructive challenge, as required

Development and delivery short, medium and longer term change and transformation projects.

Stakeholder engagement and management

Key job specific accountabilities

1. To recruit, induct, appraise, develop and motivate the teams managerial posts in accordance with the Council's policies and procedures, to enable them to manage, lead, support and motivate their own teams effectively in order to deliver a quality and compliant service in accordance with the Council's priorities to secure efficient performance of duties, including the wider recruitment of staff, undertaking performance appraisals and development reviews (in line with Council procedures and timescales), identifying training needs and ensuring the continuous professional development of staff and the development of the Service in line with legislative and policy changes.
2. To plan, lead and give guidance and advise on relevant legislative or service changes across the Council, developing policy and set strategic direction in line with best practice and develop innovative alternative delivery models and systems, establishing and maintaining service procedures in line with the finance services requirements and the Council's strategies and objectives.
3. To ensure resources, systems and procedures are in place to undertake the most efficient end-to-end process for the service areas within the remit of this team.
4. To manage the processes around income recovery to enable accurate and timely information for budget setting purposes and to identify trends and to plan, lead and initiate mitigating actions where required.
5. To liaise with relevant Managers across the organisation to improve and develop systems to raise debt and collect income to maximise the efficient recovery of income to the Council and to determine where necessary the appropriate legal action for bad debts.
6. To liaise with relevant Managers across the organisation to improve the Councils Insurance service. Managing the Councils insurance budget, reserve and provisions to ensure safeguarding of the councils financial position and assets.
7. As technical expert in these services the role will involve updating procedures and embed lessons learned across the service to mitigate risk exposure to the Council.
8. To manage, lead and implement the use of Project Management methodology to deliver service improvements and associated change to deliver service improvements – delivering benefits and efficiencies.
9. To ensure the provision of management information in relation to the service area in order to support decision making and to support statutory returns and transparency publications.
10. Working closely with internal and external stakeholders, managers and professionals to ensure a coordinated and consistent service.
11. Develop strong relationships with other local authorities, regional groups and national bodies to understand best practice and alternative working practices.
12. To manage and lead the development of clear, compliant and appropriate documentation for all systems and procedures and to oversee the preparation of non-specialist and specialist information for service users ensuring a standard, compliant approach.

13. To manage a budget and ensure resources are effectively used to provide an efficient high quality, robust, consistent and professional service.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	Roles includes staffing and support budget management responsibilities
Staff Management Responsibilities	Direct line management and responsibility for managing and developing the team - responsibility for supervision, coaching, direction, support, and development of employees at all levels within the service to ensure success, embedding and sustaining new ways of working.
Other	On occasion required to visit other office locations to meet business requirements. Responsible for maximising and collecting income into the authority.

Essential Criteria - Qualifications, knowledge, experience and expertise

- Qualified CCAB/CIMA Accountant, or equivalent demonstrable experience and a willingness to complete professional qualification.
- Evidence of continuing personal and professional development.
- Considerable management and leadership experience and associated skills.
- Experience of leading, managing and delivering projects
- Strong people management skills, including evidence of developing and delivering a performance culture, and managing underperformance.
- Strong customer focused approach with experience of effective customer engagement
- Extensive practical knowledge and technical background financial operations and financial management
- Experience of providing advice on the financial implications of policy and service delivery issues
- Experience of introducing best practice and innovation with services.
- Ability to make quick and accurate decisions when faced with limited information.
- Ability to work with non-finance managers to provide objective and understandable financial advice.
- Accurate numeracy, analytical and comprehension skills.
- Competent use of Microsoft Office packages, Word, Excel, PowerPoint or similar packages.
- Capacity to work effectively under pressure, prioritise and meet deadlines.
- High quality communication skills; written, report writing and presentational.
- A willingness to accommodate pressures in work through working flexibly.
- Ability to travel independently.
- Evidence of formulating, leading, and implementing strategies, which cross services. Including evidence of delivering outcomes in collaboration with others.
- Experience of developing relationships and working with partners on both strategic and operational issues.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	Routine demands commensurate with the tasks and duties encountered in a modern office and challenging role of this type Potentially dealing with distressed and challenging members of the public or supporting staff who are dealing with these issues Responsible for dealing with complex and sensitive financial issues.
Physical Demands	Potential to travel across Cumberland, and some National travel

Working Conditions	
Other Factors	<p>May be required to interact with Members. This requires a substantial degree of tact, political awareness and understanding.</p> <p>Act professionally, independently and objectively to ensure that information provided for decision making purposes is accurate, considered and unbiased.</p> <p>It is recognised that can be a stressful experience.</p>