

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	Transactional Services Team Leader	Location:	Cirencester based
Department:	Finance	Service:	Finance
Reports to:	Head of Finance	Working Hours:	37
Job group:	Specialist - Level 2	Peer group no:	PGI5
Business World Post number:	880000594	Direct Reports (if applicable):	Yes 2
FTE Salary pro rata:	£42,004 to £47,854	Contract type:	Permanent.

The what Main purpose of this specific role:	<p>To lead the Accounts Receivable (AR), Accounts Payable (AP) and Exchequer teams to provide high quality Transaction Services.</p> <p>The role includes the day-to-day processing activities, ensuring that they are achieved in a timely manner, while providing liaison and support across the four partner Councils, Publica and other Publica clients.</p> <p>The individual will provide leadership both through line management and by supporting the development of relevant policy and practice, and the provision of advice, information and assurance across the AP, AP and Exchequer Teams.</p>
The how Main requirements of this specific role:	The main requirements of the role are:

	<ul style="list-style-type: none"> • To provide high quality Accounts Payable, Accounts Receivable and Exchequer service to Publica clients, ensuring that the day-to-day processing activities are achieved in a timely manner. • To act as lead technical advisor supporting managers and clients in all aspects of Accounts Payable, Accounts Receivable and Exchequer services • Line manager to the two team leaders, who oversee the Accounts Payable, Accounts Receivable and Exchequer teams. • Support for line management of the individual teams as required. • Lead on continuously reviewing the adequacy and appropriateness of policies and procedures and look to embed standardisation of services and resilience across the teams. • Customer liaison and support, working through others to ensure effective processing activity on all aspects of Accounts Receivable, Accounts Payable and Exchequer services. • To ensure that all payments are made in accordance with proper authorisations, both manual and on-line, and to control the subsequent cheques and BACS procedures together remittances across all clients. • Ensure the Accounts Receivable team actively monitor unpaid accounts and process cases referred for write-off or to legal services for onward recovery and submit claims and appropriate documentation in respect of insolvency matters. • To lead on the production of the aged debt report and ensure the team respond any to queries or requests by the partner Councils or Service Areas within Publica to provide details of outstanding debts and actions taken to date. • To lead on reviewing bank reconciliations and support of suspense account resolution. • Responsibility for production of statistical data and returns for Government Departments and other external bodies, including the compilation of data for benchmarking purposes.
Essential qualifications/skills/ experience specific to this role:	<ul style="list-style-type: none"> • Membership of a relevant professional body (e.g. AAT, CCAB) • Qualification in AAT, CCAB or degree level equivalent. • GCSE Maths and English or equivalent to grade C/4 or higher • Experience of working in a financial environment, with accounts payable for a minimum of five years. • Experience of working flexibly as part of a team and collaborating with colleagues and stakeholders • Experience of leading or managing a team. • Experience of being involved in continuously improving services and developing products to meet customer need

	<ul style="list-style-type: none"> • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Ability to work independently under pressure and within tight deadlines • Excellent written and verbal communication skills • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised academic or professional qualification • Knowledge, understanding or experience of project management • Membership of a relevant professional body • Experience of working in a financial environment, ideally within accounts receivable, accounts payable and exchequer roles or a similar role for a minimum of five years.
	Generic Job Profile:
Main Purpose of a role within this job group :	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Provide technical expertise, advice and direction to internal and external customers when solving problems or managing risks • Apply a high level of expert knowledge within a technical area of expertise and manage sensitive, open ended and complex case or project based work
Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Use detailed, technical knowledge within the subject matter to objectively analyse situations and make decisions that meet the needs of all stakeholders with limited guidance and direction • Working in a multi-disciplinary team on technical cases and projects to a highly efficient and effective standard • Be responsible for small projects or input into large projects • Maintain a detailed understanding of appropriate legislation, policy, procedure and guidelines and make informed assessments, advise stakeholders and take action • Ability to interpret and find solutions to ambiguous and partial information • Play an integral role in innovating products and continuously improving services

	<ul style="list-style-type: none"> • Act as a lead technical advisor within the relevant service area • Mentor and train colleagues • Carry out duties with discretion, integrity and maintain confidentiality • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Ensure that issues and problems are effectively mitigated and solutions developed which meet customer needs • Ensure all relevant customer and company information is captured and recorded accurately • Understand and demonstrate commitment in delivering the key performance indicators within the function • Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring, as is reasonably practicable, that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License • Ability to travel/ access to a vehicle for work purposes • Your role will require a Baseline Personnel Security Standard Check (BPSS) •
Date reviewed:	Click here to enter a date.
Reviewed by:	Click here to enter text.
Manager job title:	Keren Bass
Date of issue:	Click here to enter a date.
Checked HRBP:	Kate Wilkins

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Job Description & Person Spec
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