

Kent County Council

Job Description: *Payments Team Manager*

Directorate:	Chief Executive's Department
Unit/Section:	Finance Division / Exchequer
Location:	Maidstone
Grade:	KSH
Responsible to:	Exchequer Services Manager

Purpose of the Job:

Assist in the delivery of services provided, ensuring high levels of customer service and timely delivery. Coordinate staff activity, ensuring training and development needs are met. Responsible for advice and service delivery as an experienced professional specialist in finance administration.

Main duties and responsibilities:

1. Supervise, coordinate, support and develop staff, in liaison with the Exchequer Services Manager. Undertake regular 1:1s to ensure appropriate development and training of the team to meet objectives and targets.
2. Monitor the quality of data submitted for processing, and ensure is in accordance with procedures, regulations and standards. Ensure that all customers receive the correct outcomes on time and that correctly processed. Act to address issues and areas of concern, identify and resolve any patterns of error.
3. Maintain relevant records as required, ensuring the quality and integrity of data as per GDPR regulations. Retrieve data to support responses to enquiries, correspondence and reports, offer advice and solutions to provide timely resolution or escalation as appropriate. Develop excellent knowledge and understanding of the systems used within the service to make suggestions for enhancing/improving processes, promoting the principles of continuous improvement.
4. Receive, allocate and monitor daily incoming workload via available systems. Ensure work is completed timely, within set standards and within agreed targets. Coordinate delivery considering staff availability and other influencing factors. Where required, coordinate project activity to meet business objectives.
5. Actively keep up-to-date with relevant statutory and policy requirements, in order to provide interpretive advice, inform training needs and identify necessary changes to procedures/processes.
6. Be proactive in sharing best practice and lessons learnt. Develop excellent working relationships by employing a wide range of communication methods (in person, email, written reporting, in-person).

7. Proactively suggest innovation and changes in approach, to improve processes and procedures. Where appropriate, train staff on changes made and ensure changes are incorporated into training material.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Payments Team Leader*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• NVQ Level 3, A Level or equivalent standard of education, or equivalent experience to undertake role.
EXPERIENCE	• Extensive experience of working in a finance setting. • Knowledge of Oracle or similar administration system. • Experience in developing, implementing, and reviewing procedures, and adopting the principles of continuous improvement.
SKILLS AND ABILITIES	• Excellent knowledge of complex administrative systems with strong skills in MS Excel, MS Word, MS Teams and MS Outlook. • Excellent accuracy and attention to detail. • Adept at dealing with confidential and sensitive information. Able to resolve complex queries by providing interpretive advice and guidance. • Capable of managing own workload and coordinating that of others, to deliver within tight deadlines and under pressure. • Ability to lead on projects, work collaboratively and with flexibility. • The ability to train and develop others, motivating them to reach their potential. • Excellent communication and interpersonal skills, with the ability to develop and maintain excellent working relationships. • Able to proactively suggest innovation and changes in approach, to improve processes and procedures.

KNOWLEDGE	• Comprehensive understanding of finance administration legislation and policy. • Excellent knowledge of customer care principles and best practice. • Excellent knowledge of data protection, customer data legislation and information governance.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • We are brave. We do the right thing, we accept and offer challenge. • We are curious to innovate and improve. • We are compassionate, understanding and respectful to all. • We are strong together by sharing knowledge. • We are all responsible for the difference we make. Our values enable us to build a culture that is: • Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile. • Curious - constantly learning and evolving. • Compassionate and Inclusive - compassionate, understanding and respectful to all. • Working Together - building and delivering for the best interests of Kent. • Empowering - Our people take accountability for their decisions and actions. • Externally Focused - Residents, families and communities at the heart of decision making.