

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Job description and person specification

Payments Team Manager

Integrated Commissioning - People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Northamptonshire
Council**

Purpose and impact:

To provide an excellent Payment's service for West Northants Council, providing direction and leadership to the Payments Teams in order to ensure that payments are made on time and are accurate.

To lead by example in setting the highest standards in service quality and organisation of service provision ensuring agreed service standards are designed, reported and met and that the strategic objectives of the organisation are delivered.

To ensure an integrated approach for the Payments Team across systems, organisations and service areas that meet client needs and deliver to set budgets.

Accountable to:

This role is accountable to the Services Manager for Provider Support and Health Integration, responsible for the direct line management of up to 3 Team Leaders within the Payment Teams. The role sits within Integrated Commissioning service as part of the People Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Lead, manage and direct the Payments Teams for WNC. Work closely with strategic partners across Health and Social Care, keeping them informed of the direction of travel for services.
2. Responsible for ensuring that efficient, accurate and timely end to end processes are in place, including the use of appropriate technologies to streamline and automate the process for both people and colleagues.
3. Provide effective management and leadership, taking responsibility for ensuring appropriate processes are in place for recruiting, developing, appraising and rewarding team members.
4. Lead on and develop service plans, ensuring that deliverables are clear and concise and meet strategic objectives. Report on agreed performance measures to ensure oversight is kept of service delivery standards and provide high quality management information to support the operational development of the Payments Team.
5. Respond to and resolve complex service requests, complaints and queries within the agreed service standard and according to operational procedures.
6. Manage the budget for the Payments Team, taking responsibility for delivery of budgetary savings. Ensure regular monitoring and reporting of the budgetary position, being flexible and responsive to revised targets and savings.
7. Lead and work collaboratively with other service areas on projects and programmes that support developments / improvements for the Payments Team in a professional and positive way. To liaise with

appropriate Heads of Service to secure the necessary support to implement said projects and programmes.

8. Carry out any other duties in the broad spirit of the role.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Describe	Essential / Desirable	Measured by
Stakeholder Management	Ability to work with internal and external stakeholders to support the delivery of the Payments service, in line with the annual service plan	Essential	A, I, D
Creative thinking	Ability to combine a mix of innovative thinking and operational knowledge and experience, and advice from other professionals to develop new processes	Essential	A, I,
Communication skills	Excellent written and verbal communication skills. Able to influence and communicate at all levels to ensure that changes and service improvements are understood and delivered	Essential	A, I,
IT	Strong IT user skills on all Microsoft Office applications and financial systems	Essential	A, I,
Planning & Prioritising	Ability to manage their own workloads and those of the direct team and for the prioritisation of that workload. This will range from immediate tasks to involvement in projects over a longer period.	Essential	A, I,
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.			A, I,

Knowledge:	Describe	Essential / Desirable	Measured by
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Knowledge of Adults and Childrens / Education policy and legislation relating to service provision		Desirable	A, I, D,
Knowledge of case management and finance systems, including ERP systems		Desirable	A, I,
Knowledge of payments processing and transactional services, specifically around complex issues		Essential	A, I,
ERP systems		Desirable	A, I,

Relevant experience:	Describe	Essential / Desirable	Measured by
Performance management	Experience of developing and monitoring performance management standards in an operational role.	Essential	A, I, D,
Operational Management	Experience of managing operational teams in a finance or customer service environment	Essential	A, I, D,
Change Management	Experience and proven ability to identify service improvements and managing staff through periods of change	Essential	A, I, D,
Stakeholder Management	Experience of managing conflict through diplomacy and negotiation	Desirable	A, I,
Workload Management	Experience of planning and prioritising workloads within changing environments and dealing with conflicting priorities and pressures	Essential	A, I,
Budget Management	Experience of managing budgets	Essential	A, I, D,
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I,
Safeguarding (include for roles working with children/vulnerable adults)	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential	A, I,

Education, training and work qualifications:	Describe	Essential / Desirable	Measured by
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Educated to degree level or equivalent by experience	Social Care / Finance / Business Management	Essential	A, I, D,
Post graduate qualification e.g. Diploma in Management		Desirable	A, I, D,

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include: *Enhanced Disclosure and Barring Service check required*

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Professional Support Band 9	Worker type:	Part-flexible
Salary range:	£49,587 - £52,860	Budget responsibility:	Yes
People management responsibility:	Yes		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

