



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

<b>POST TITLE:</b>	Head of Transactional Services
<b>Grade:</b>	ME15
<b>Department:</b>	Corporate Services
<b>Location:</b>	Various according to the needs of the service
<b>Responsible to:</b>	Assistant Director Infrastructure and Technology
<b>Responsible for:</b>	Accounts Payable Accounts Receivable Vendor Maintenance
	[14] staff FTE
<b>Post number:</b>	M2001572
	<b>Date:</b> August 2018

## MAIN PURPOSE

- To be responsible for:
  - Accounts Payable for all Social Care and non Social Care invoices with an annual value of approximately £400 million from approximately 80,000 transactions per year.
  - Accounts Receivable for all Social Care and non-Social Care billing, unallocated cash and credits on accounts monitored and resolved.
  - Vendor maintenance, ensuring that the council vendor database remains accurate in respect of addresses & bank details.
- To determine the training needs of users of the council's finance system in relation to expenditure providing training and the provision of clear and concise guidance and operating manuals.
- To provide year end training and guidance across the council ensuring people have the tools and knowledge of the impact on their budgets and accruals and throughout the year providing specialist technical advice to Assistant Director of I&T and Budget Mangers of any potential incorrect data that might impact on their budgets.
- To identify and advise of ways in which the council can maximise the effectiveness of its financial systems.



- In conjunction with project leads identify and prioritise new processes and development work that can maximise the effectiveness of the financial system.
- To plan, develop and implement effective strategies to raise the corporate payment standards, including producing monthly performance statistics highlighting where financial procedures need improvement and providing an action plan for improvement.
- To be a member of the I&T divisional management team when required and participate and contribute to the overall management of the Division.

## **MAIN DUTIES AND RESPONSIBILITIES**

### Professional

- To provide specialist technical advice to the Assistant Director of I&T and managers across the authority on the processing of third party supplier invoices and debtor accounts, and vendor maintenance.
- To interpret the corporate and service policies, strategies, business plans and programmes of the council, and to devise and implement measures so that transactional services are developed cost effectively to support these policies, strategies, business plans and programmes.
- To lead on the development and implementation of policies for the councils processing of accounts payable and accounts receivable.
- To keep abreast of technical and financial developments in the management of transactions, and ensure that these support services operate in accordance with modern good practice.
- To manage the processing of accounts payable to ensure that payments to third party suppliers are completed in an accurate and timely manner.
- To manage the processing of invoices for third party debt to ensure that invoices are raised and issued in an accurate and timely manner for all Social Care and non-Social Care debt.
- To monitor unallocated cash or credit notes on customers accounts resolving issues or ensuring refunds are processed where due.
- To manage the maintenance of suppliers on the relevant accounts payable and receivable systems, ensuring adequate separation of duties and accurate and up-to-date records.
- To liaise with staff in the Resources division and managers across the authority on financial and management accounting issues in relation to transactions.
- To liaise with staff in the Commercial Services section on procurement and the end-to-end purchase to pay process and category management associated with the vendor maintenance function.
- To liaise with the debt recovery team on the collection of overdue monies.

## Managerial

- To lead, manage and develop the transactional services team in accordance with council policies and procedures, legislative and regulatory requirements, covering the provision of quality, cost effective, and customer-focussed services as listed above.
- To be responsible for the team budget in the region of £0.75 million per annum, and to ensure that effective financial management processes are maintained within transactional services.
- To manage the team ensuring that recruitment, training, development, appraisal, performance, workload allocation, supervision, quality assurance, risk and other management activities are carried out in accordance with council policy.
- To promote, monitor and manage a team where a high percentage work remotely at various times throughout each week, ensuring work completed is to the expected standard.
- To participate in intra- and inter-departmental working parties and to ensure that such groups receive appropriate contributions from the Division.
- To deputise for the Assistant Director of I&T, Director or council, as appropriate at internal external meetings.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties commensurate with the grade as requested by the Assistant Director of I&T or Director.



**LONDON BOROUGH OF MERTON  
CORPORATE SERVICES DEPARTMENT  
PERSON SPECIFICATION**

**POST TITLE:** Head of Transactional Services

**Grade:** ME15

**Date:** August 2018

**Qualifications and Experience**

Professional and post specific requirements

- Experience of processing financial transactions in a large multi-functional organisation.
- A suitable formal financial qualification.
- Experience or Diploma in leadership skills.

Management requirements

- Demonstrable of staff management
- Experience of budget management

**Skills and Knowledge**

Professional and post specific requirements

- Understanding of modern processes for accounts payable and accounts receivable and the ability to apply these in a local authority and how processes, systems and technology can be applied to drive out efficiency and effectiveness benefits. Identifying opportunities for improvements and taking them forward.
- Knowledge of the principles of financial control and accounting for transactions.

Managerial and personal requirements

- Excellent communication skills, both orally and in writing
- Excellent numeracy and analytical skills
- Be resilient, taking timely decisions on the best available evidence and then act.
- Have strong levels of solution orientation for complex issues and a positive mental attitude towards tackling issues.
- Be clear about where to take the business and have the ability to think strategically.



- Understanding of the role of support services and how they can contribute to the effectiveness of direct service provision
- Understanding of the principles of value for money and an ability to apply them in the management of support services
- Understanding of project management and governance principles and techniques and ability to apply them to support service projects
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- Understanding of the council's vision and mission statement and how they relate to the work of the team

### **Personal Style and Behaviour**

Please refer to LB Merton's Model of Leadership Behaviours (attached).