

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Transaction Centre Manager	Current Grade:	B003
Department:	Finance and Procurement	Area:	NA
Reports To:	Deputy Director – Financial Control	No of Posts:	1
Level of vetting:	MV	Post Number:	XXXX

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

The post holder is a member of the Financial Control team. The post holder manages the effective operations of the Transactions Centre. The post holder will:

- Lead the accounts payable process.
- Lead the accounts receivable process.
- Manage the maintenance and updating of customer and supplier information within the financial system.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Responsible for the payment of creditors (c.£50m), the collections from debtors (c.£300m including Police Service Agreement income) and recording cash flow through the Transactions Centre.

Staff Responsibilities – Direct or Non-Direct

Four Transaction Centre Officers and one Transaction Centre Team Leader.

Any Other Statistical Data

Annual number of purchase invoices – c.15,000 p.a., value of invoices – c.£100 million

Annual number of sales invoices – c.2,000, income c.£300 million

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Lead Accounts Payable Process

- Manage the effective delivery of accounts payable transaction processing.
- Responsible for ensuring that payments are made within BTP's payment terms.
- Be responsible for the production of statistics for FHQ and Areas to show payment performance.
- Responsible for ensuring that the payments process under e-procurement is effective.
- Manage the period-end accounts payable procedures, including the production and review of the control account reconciliations.
- Responsible for reconciling accounts payable ledger on a monthly basis.
- Ensures payments are made in the most cost-effective manner by keeping cheque and manual payments to a minimum.
- Proactive in ensuring as many payments are made on BACS.
- Drive the efficiency of the accounts payable process, working with staff across BTP to improve payment performance.

Manage Accounts Receivable Process

- Manage the effective delivery of the accounts receivable process
- Provide an efficient and appropriate credit control system to mitigate the risk of the Force incurring bad and doubtful debts.
- Manage period-end accounts receivable & banking procedures.
- Produce statistics on the receivables and banking function on a regular basis.
- Drive the efficiency of the accounts receivable process, working with staff across BTP to improve performance.

Manage the Transactions of POCA – Proceeds of Crime Act

- Administer and audit the procurement card process for the Force.
- Administer the payment process for the Proceeds of Crime and Property Act Funds.
- Work with the Systems Accountant to Develop the Accounts Payable and Accounts Receivable System.
- Responsible for developing, testing and implementing system upgrades within the Transaction Centre.
- Train staff on all aspects of Transactions Centre accounting.
- Ensure processes and procedures are adhered to and are effective.
- Develop and implement KPI reporting dashboard to monitor Transactions centre performance.

Onboard and Manage Transactional Journal and Accruals Processing

- On-board the new capability within the Transactions team, ensure staff are trained.
- Monitor performance of new process and make necessary improvements.
- Ensure governance is in place to retain the efficiency and integrity of numbers.

Build and Manage Customer Relationships

- Establish and maintain good relationships with key internal and external customers.
- Liaise directly with internal and external customers to resolve complex invoice queries.
- Work with Commercial to drive down non-compliant purchasing.

Manage and Develop Staff

- Provide effective and supportive management for staff reporting directly to the post-holder. Manage and support the professional and technical development of other staff in the Team.
- Continuously drive improvements to processes operating in the Transactions Centre.

- Promote and support effective team working within the Transactions Team.
- Communicate effectively with employees within the Transactions Centre.
- Provide effective feedback, including implementation of BTP's policies and procedures for staff appraisal, competency assessment and career counselling to employees within the Transactions Centre.
- Facilitate knowledge management and knowledge sharing within the Transactions Centre.
- Communicate effectively across BTP and with BTPA.
- Communicate effectively and perform joint working with other Teams within Finance, Commercial and Estates Services.

Anti-Fraud and Corruption and Governance

- Design and implement anti-fraud controls for all areas covered by the Transactions Centre.
- Run software checks to ensure there are no duplicated payments made.
- Liaise with the Financial Accounts, Decision Support, Commercial and Procurement and Systems team to ensure controls and processes are designed and maintained in line with the organisation's governance arrangements.

Other

- Support the Financial Accounts team in the overall management and review of the Team.

Internal and External Audit Liaison

- Prepare, compile, analyse and co-ordinate information for internal and external auditors to ensure accurate and timely information is provided to auditors.

Managing change

- Lead the team through organisational and process-related change.
- Contribute to the Force's Efficiency Plan, including implementation of relevant changes within the Department.
- Onboard any new transactional processes moving to the Transactions Centre.

Communicating effectively

- Be an ambassador for the Department, representing the Deputy Director Finance- Decision Support and the Finance Director, as required.
- Communicate effectively orally and in writing, within the Department, elsewhere within the BTP and with other stakeholders.
- Adapt communication style to reflect the circumstances, including communicating technical information in an accessible way to non-accountants.

Working flexibly and positively

- Undertaking such other projects and 'business as usual' activities as assigned
- Working collaboratively with colleagues.
- Contributing to the improvement of the finance function and promoting a culture of continuous improvement.
- Planning their own work and of the team to respond to changing priorities.

E. DECISION MAKING:

Make decisions

Decision making responsibility in respect of banking arrangements, payment of creditors and collections from debtors. Required to decide on the interpretation of financial regulations, Government guidance and statutory and regulatory accounting.

Significant say in decisions

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

Director of Finance and Commercial, Director of Capability and Resources, Deputy Director Financial Control, Deputy Director Finance – Decision Support, Deputy Director Commercial and Procurement, Finance Managers, Services Managers and Budget Holders, Divisional Finance staff.

External

BTPA, Internal Auditors, External Auditors, Other external Suppliers (such as Pensions and Systems suppliers), Providers of banking services, HMRC, Transport for London and LU Limited, Department for Transport and other Government departments, Other Police Forces and Agencies.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

- AAT qualification.
- Business Management Qualification (or equivalent).

Experience:

- Significant experience in a finance manager role.
- Experience of working in a complex and/or geographically dispersed organisation
- Significant experience of accounts payable cash management and accounts receivables management experience.
- Experience in leading and managing a team.
- Experience in driving performance in a team through effective objective setting.
- Experience in delivering significant transactional key performance indicator improvements.

Skills

- Able to communicate confidently to senior management level.
- Promotes teamwork and co-operation across teams to enhance performance.
- Understands the organisation's strategic and commercial aims and objectives and communicate them to colleagues.
- Be able to be responsible for implementing change successfully in the relevant functional area.
- Be skilled to identify development opportunities for staff and encourage a learning environment.
- Be able to develop close relationships with key customers, working with them to develop solutions that meet their needs.
- Have a good understanding of financial drivers across the organisation and be able to advise senior management on these drivers.
- Have the ability to effectively manage individuals and teams and to follow all relevant HR policies and procedures.

Knowledge

- Knowledge of public sector transaction methods.
- Understand the policy framework in which BTP, TfL and NDPBs operate.
- Best practice in Transaction Centres, including latest industry trends.

Desired Criteria:

Qualifications and Training:

Experience:

- Representation at meetings involving Senior Managers/ Directors.

Skills:

- Able to develop and advance statistical reporting with use of graphs, charts and trend lines.
- Have advanced excel abilities.

Knowledge:

- Expert understanding of best practice purchase to pay and sales to cash processes

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. AUTHORISATION DETAILS

Prepared By:	Implementation Lead of Finance, Commercial and Estate Services	Date:	23/09/2019
Area Commander /FHQ	Director of Finance, Commercial and Estate Services	Date:	23/09/2019
HoD:		Date:	
Evaluation Panel:		Date:	

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