

## JOB DESCRIPTION

<b>Job Title:</b> Transactional Finance Team Leader	<b>Post No:</b>	<b>Hoople Band:</b> Bank C
<b>Service:</b> Finance	<b>Section:</b> Transactional Finance Team	<b>Location:</b> Auxilium House

**Organisational information:**

**Responsible to:**  
Transactional Finance Manager

**Dimensions:**  
Responsible for the day to day management of the workload of a team of staff, contributing to the maintenance of accurate financial data and ensuring a consistent high quality service delivery

**Key relationships/Functional links with:**  
*Internal:* All departments within Hoople  
*External:* All departments within Herefordshire Council and partner agencies such as schools, colleges and other external organisations

- Main Purpose of Job:**
- To lead and coordinate the provision of transactional support services in line with finance standards and audit requirements
  - To oversee the day to day service delivery of the transactional finance workload acting as the main point of contact, forging strong relationships to ensure issues are addressed promptly and resolved effectively
  - To lead and supervise a small team of staff, ensuring deadlines are met and quality standards are consistently achieved
  - To facilitate managing and developing a culture of continuous improvement to maximise available resources and flexibility whilst maintaining service standards
  - Manage and ensure staff have regular supervision, undertaking the HOW process and training and mentoring staff as required, encouraging development on a professional and personal basis
  - Provide support and cover for essential tasks in the absence of the Senior Transactional Finance Team Leader

- Main Responsibilities / Accountabilities /KRA:**  
*The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation*
1. To implement service strategies, policies, procedures and processes to ensure that transactional finance functions contribute to flexible and effective service delivery
  2. To work with other services and external stakeholders to help facilitate the delivery of a high quality customer service that offers value for money and recognises and responds to the needs of the business and customers.
  3. Manage the resource within the finance support and social care payments area of the Transactional Team to ensure that all day to day tasks are carried out to a high standard and covered as required
  4. Work with other departments to ensure that the resource within the Transactional Team is responsive to demand and deliver quality support where required
  5. Assist in systems testing during system upgrades to ensure financial work flow is effective and Audit recommendations and Financial Policies are adhered too
  6. Lead on addressing relevant FOI requests or complaints where necessary link into other departments as required
  7. To liaise with Team Leaders, Accountants and other colleagues to ensure requested financial support is provided promptly as agreed and in line with SLA
  8. To ensure that staff provide high quality financial support in line with standard operating procedures, undertaking and arranging internal training where appropriate
  9. To manage staff and resources in accordance with organisational policies and practices, including monitoring compliance with Health and Safety and ensuring training and development needs are identified (through 121s and ARC) and implemented, and are linked to performance and quality

<b>Job Activities:</b>	<b>Frequency</b>
1. Be responsible for specific finance and social care based reconciliation and analysis tasks required as part of the Transactional team workload	Daily/Weekly
2. Producing and analysing management information and reports from various systems using computer query tools.	Monthly
3. Provide quality support, training, mentoring and coaching on transactional finance and social care payment based tasks	As and when
4. Co-ordinate month-end and year-end activities to ensure compliance with the financial procedure rules of each of the customer organisations, ensuring all transactions are reflected appropriately in the accounts, both for income and expenditure	At least monthly
5. Develop and operate effective systems and procedures to plan and manage the workload for staff in providing ad hoc financial support as requested, working pro-actively with customers and other finance staff to ensure their needs are met.	As and when
6. Leadership of a number of staff within the Transactional Finance Team overseeing the distribution of workload to ensure that all tasks are resourced appropriately and all deadlines are achieved.	Daily
7. Agree and review objectives with staff through regular one to ones, team meetings and ARC.	
8. Be responsible for own development within the role and beyond	Monthly
9. Comply with Hoople's policies and procedures and work in line with Hoople's vision and values at all times	Ongoing Ongoing

**Other information:**  
This job description covers the main duties and responsibilities of the job. Other activities commensurate with this job description may from time to time be undertaken by the post holder.

<b>Manager Signature:</b>		<b>Date:</b>	
<b>Manager Name:</b>		<b>Job title:</b>	

**Date Job Description last reviewed:**