Job Summary

Post Title	Accounts Receivable Manager	**Proposed Pay Grade**	Grade 8
Directorate **Service Area**	Resources Finance	**Line Manager**	Head of Revenues & Debt
Post Number/s (Mandatory for existing posts, If multiple posts state all)	New	**If existing post is the post title changing? If yes state both**	N/A
JE/GAR reference number (Mandatory for existing posts)	New	**Work Location (state Council office)**	TBC
Work style (Delete as applicable)	Any desk	**Job Family & Role Profile**	OSP8M
DBS Check Required? (Delete as applicable)	Basic		
Politically Restricted Post? (Delete as applicable)	Yes - sensitive		

Job Purpose and Job Context
To provide leadership, operational management and financial control for the Accounts Receivable and Housing Benefit Overpayments functions, using transformational change to drive continuous improvement in service performance and the delivery of high-quality strategic aims and performance targets. Be an active member of the Revenues & Debt senior leadership team with collective responsibility for the managerial leadership of the Revenues & Debt Service, encouraging a culture which promotes the values and behaviours of the Council.
Main Responsibilities and Duties

- Manage a team of staff to deliver a range of skilled and complex professional support activities to organisational requirements in respect of Accounts Receivable. Drive the delivery of work programmes requiring a high level of technical expertise. Make service decisions in response to operational issues. Specialist systems (such as SAP and/or Controcc) are managed and all work activities are completed to time and standards required. Customer expectations are managed and met within service level agreements / policy standards.
- Research, design, develop, implement and maintain efficient core systems, policies and procedures. Contribute to developing Council strategy within area of Accounts Receivable. Changes in policy, procedures and emerging services are communicated effectively.
- Commission, research and evaluate complex data / information / feedback. Identify and interpret issues, trends and problems which may have a broad impact both within the organisation and for partner organisations. Conclusions and recommendations support strategic decision making within the Council. Produce, present and disseminate comprehensive reports / business cases / documentation / recommendations. Reports and plans are reviewed regularly and updated as required. Statutory and procedural obligations are fulfilled. Compliance by others is managed effectively.
- Use initiative to manage responses to complex business issues within Accounts Receivable, escalating cases where unable to resolve. Make business decisions based on up to date specialist knowledge and analysis / evaluation of information. Expert advice, information and support are provided on the full range of technical, business and management issues within the field of expertise. Learning from complaints / issues is embedded within the professional service area.
- Identify and immediately deal with situations where service delivery / business risk has been identified. Business threatening situations are recognised, managed or escalated as appropriate.
- Manage relationships with customers and / or suppliers – monitor inbound and outbound service levels and discuss operational issues with partners. Provision of quality service to internal and / or external customers is delivered on time and to budget and standards agreed. Documentation accurately reflects all aspects of relationship. Operational issues are resolved.
- Negotiate service level agreements on behalf of specialist support area. SLA's meet customer and supplier requirements.
- Identify additional service requirements or opportunities for innovation to establish new ways of working and recommend innovative solutions. Lead initiatives to effectively, design and deliver agreed improvements, meeting stakeholder requirements.
- Manage significant projects within the specialist field and control allocated resources or contribute to larger programmes to agreed specification, timescales, budgets and meet Government agenda requirements. Change initiatives are successfully implemented across the Council.
- Responsible for the development of others. Establish what changes may impact the team / profession and assesses what learning and development will be required to stay current. Encourage others to make realistic self-assessments of their development needs. Develop skills and knowledge to meet service requirements. Actively promote the workplace as a learning environment encouraging everyone to learn from each other and from external good practice. Advise appropriate people of resource issues which affect learning, development and performance. Training and development events / activities are planned and / or delivered.
- Proactively develop good working relationships and communicate effectively with all stakeholders. Represent professional service area / BC at partnership, public and other high profile events, sharing best practice and maintaining or enhancing professional service / Council's reputation. Support partnership working groups to produce valid and timely outputs, ensuring stakeholders are engaged with activity relevant to them.
- Manage a team(s) of staff that is competent, effective and motivated. Effectively delegate and deliver work to required standards. Complete performance and development reviews and support recruitment, induction, development, employee relations, all HR processes and planning to the required standards and timescales.
- Deliver effective budget and resource management, including equipment, people, and systems for the area of responsibility. Develop annual budget in agreement with line manager. Agreed budget is monitored and

delivered.

- Plan and deliver the services required in the area of Accounts Receivable, ensuring compliance with all internal and external standards. Contribute to wider service planning, improvement and development activities. Develop service / business plan and team objectives in agreement with line manager and deliver. Monitor progress against plan / objectives and undertake audits / reviews / performance measurement. Provide quality, performance and management information to the required timescales and monitor supplier / delivery partner performance to ensure service standards improve and service levels are met, respectively. Take appropriate action to address any issues or escalate as necessary. All relevant legislation, policies and procedures are implemented and complied with.
- Manage or monitor financial transactions and / or contractual compliance. Value for money is maximised.

Accountability

- If this role manages a budget please state the size of the budget: Circa £0.5m
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? 1x Grade 7 and 1x Grade 6
- How many indirect reports does this job have in its reporting line? Circa 10

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months		Monthly performance reporting
1 year		End of year closure, annual billing
3-5 years		Resource and Medium Term Financial Planning

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience	**Job Specific Examples**	**Essential**	**Desirable**

Substantial operational experience in a large / complex organisation within a related specialist field.	Billing, collection and recovery	Y	
Expert knowledge and understanding of the systems, policy, practices, procedures, legislation and emerging developments within the scope of the specialist area.	Dunning strategies and legislative framework for debt recovery	Y	
Thorough knowledge of the authority and wider sector / external influences.		Y	
Authority and credibility to build relationships and engage successfully with colleagues, partners and customers.	Effective working with service areas seeking to raise income	Y	
Excellent persuasion and negotiating skills, in order to influence outcomes critical to the organisation.		Y	
Experience of managing budgets and resources		Y	
Experience of developing policies, procedures and practices.	Financial Instructions and supporting materials	Y	
Experienced project manager with a good understanding of project management methodologies and systems.	Practical experience of delivering improvements to processes and systems	Y	
Proven ability to apply initiative and strategic awareness to problem solving and decision making.		Y	
Excellent time management skills to manage a complex workload prioritise and set deadlines.		Y	
Change management skills in addressing barriers to development of specialist service.		Y	
Proven ability to manage, motivate and develop a large team, number of smaller teams, or team of specialist staff.		Y	
Excellent ICT skills including use of Microsoft applications and specialist systems.		Y	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	Successfully communicate complex and/or difficult messages to residents, service users or partners.	Y	
Qualifications		**Essential**	**Desirable**
Educated to degree level or equivalent standard or service experience		Y	
Relevant Professional Qualification			Y
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*		Y	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.