

Job Description

Job Title	Strategic Head of Transactional Services
Directorate	Finance and Resources
Service Area	Transactional Finance
Grade	14
Competency Level	4
Salary	£82,730 – £86,963
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not applicable
Job Evaluation Ref No	A9006

Job Purpose

To deliver a high performing, well managed, strategic Transactional Finance service, ensuring Liverpool City Council's Corporate Plan and policy objectives are achieved.

The post holder will support strategic decisions and act as a lead on all aspects of operations, ensuring the customer is at the heart of decision making.

As a member of the service leadership team, the post holder will contribute to the strategic direction and coordinate the operational management of all aspects of Transactional Finance in the context of local and national priorities.



Directly Responsible For:

The post holder is one of two Heads of Service and is responsible for four direct reports, a service of approximately 300 officers, and a budget of approximately £11.5 million pounds.

Directly Responsible To:

Director of Transactional Services

Main Areas of Responsibility:

- To provide excellent leadership within a climate of continuous improvement and value for money, ensuring performance is maximised across the whole Transactional Finance service, including:
 - Accounts Receivable
 - Accounts Payable
 - Adult Social Care Charging
 - Adult Social Care Financial Assessments
 - Benefits
 - Business Rates,
 - Corporate Debt
 - Council Tax,
 - Direct Payment
 - Financial Inclusion
 - Free School Meals
 - Home to School Transport
 - Income
 - Liverpool Citizen Support Scheme

- Actively manage contracts within the service area, ensuring that contracts are relet within agreed timescales and the opportunities for efficiencies are identified and taken
- To develop innovative ideas and solutions to ensure the council has robust arrangements for the provision of a range of finance and non-finance transactional services
- To ensure that Liverpool City Council meets its aims, core values, and business objectives as set out in the relevant corporate plans
- Responsibility for co-ordinating the management of the operational delivery for the transactional finance service and advising the Director of Transactional Finance, Senior Leadership Team, and Elected Members on all related matters
- Working collaboratively across the organisation to support the delivery of the council plan
- Understands the complexities of political dynamics and uses this to build credibility and manage relationships with elected members by successfully advising and supporting them
- To support the Director of Transactional Finance in leading a service that offers a range of high-quality services with appropriate technical expertise and advice in all areas
- To be actively involved in appropriate professional networks across the region and the core cities to ensure we are learning from others and developing new ideas that will benefit the region as well as the city
- To work with the Director of Transactional Services and Director of Finance – Technical and Strategic (Deputy S151) on the strategy for maximising income across the whole of Transactional Services in accordance with the Council’s constitution and policies, budget allocation and statutory requirements
- To provide a professional lead, supporting the operational management team, on all Transactional Services issues

- Drive the improvement/transformation agenda within Transactional Services and develop capacity in key areas to support services in meeting local and corporate objectives
- To be one of the key players within the service in a management capacity actively seeking and applying best practice and innovative methods of service delivery
- To promote and safeguard the welfare of vulnerable people, ensuring this principle, culture and practice is embedded throughout all Council services, including stakeholders and partners in compliance with national and local procedures and protocols
- Undertake horizon scanning and identifying “world class” evidence-based research supporting transformation and improvement
- Support the development of the Council’s commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken
- Ensure that work complies with all statutory and governance requirements including Scheme of Delegation, Constitution, Standing Orders and Financial Regulations of the City Council and ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council safety plan
- Takes a wide lens approach to Transactional Services service planning ensuring delivery objectives from other services are incorporated
- Takes accountability for outcomes and responsibility for delivery of services within Transactional Services
- Sets clear objectives linked to priorities, cascading challenging yet achievable deliverables to managers
- Monitors progress towards KPIs acting as an enabler to achievement, not a blocker
- Knows what to do and when to do it, delivering at pace and changing path when necessary

Supervision and Management Responsibility:

- Ensuring activities are planned with the management team to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Managing performance and behavioural issues effectively where input and escalation is appropriate
- Provides authentic, honest and respectful leadership to inspire individuals and teams
- Uses empathy, mentoring and coaching to motivate and engage, developing talent and making people feel respected, bringing out the best in them
- Uses emotional intelligence to consider the impact of own actions
- Where escalated support is required challenges poor performance constructively and holds difficult conversations to bring about change in behaviour taking action to make courageous decisions when required
- Communicates with credibility and conviction to convey key messages and influence people

Budget and Financial Responsibility:

- Being accountable for managing all the council's resources (people and environmental) and complying with statutory requirements. This includes managing your own functional cost centre budget, time, avoiding unnecessary waste and reuse and recycle to support the council's green agenda
- Monitor financial performance and deliver within budget
- Responsible for ensuring that there is a culture of value for money and compliance with financial regulations across the service

- Have regard for and use of relevant performance and financial benchmarking data as part of business planning to identify opportunities for improved value for money
- Ensuring the maintenance of up-to-date financial records on finance systems
- Responsible for commissioning and interpreting financial management information in performance reports and making informed strategic decisions
- Responsible for financial planning, procuring, and negotiating commercial arrangements to ensure risks are managed within budget affordability limits and best value is achieved
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies exploring different options for funding and income generation
- Responsible for co-ordinating the operational management in the collection of council tax and business rates income of approximately £463 million, awarding of council tax reduction scheme of £71 million, assessment of Housing Benefit of £180 million, along with the administration of grants received from central government and timely invoicing for care charges circa £20 million

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This post will involve using a computer screen and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Commitment to managing people well and in line with the Council's People Plan
- Business continuity, emergency planning, and risk management
- Participation in the tactical/out of hours rota
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 4**.

[The competency framework can be found here.](#)



This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Postgraduate qualification, MBA or equivalent, or significant relevant experience in a similar environment (A)
- Professional qualification and full membership of IRRV or other relevant body or equivalent significant experience in a similar environment (A)
- Evidence of continuous professional development which reflects commitment to effective management in a large organisation (A)

Desirable

- Management qualification or on the job experience supplemented with relevant training

Experience

Essential

- Extensive experience of successfully leading a Transactional Finance/Revenues, Adult Social Care and/or Benefits team in a similar sized organisation (A)
- Demonstrable experience of delivering significant improvements/change in a Transactional Finance/Revenues and/or Benefits environment (I)
- Demonstrable experience of devising and implementing improvement strategies (I)
- Extensive knowledge, experience and understanding of the major issues facing local government specifically in an Adult Social Care/Revenues and Benefits/Transactional Finance area (I)
- Experience of working with strong accountability systems, either through elected boards, strategic boards, shareholders, or political governance systems (I)
- Significant experience of leading and managing a large and successful team within a complex environment (A)
- A thorough understanding of the legislation and statutory framework affecting local government and service delivery in this area (A)
- Extensive experience of driving or leading key strategic projects and delivering successful outcomes efficiently and effectively (I)
- Extensive demonstrable experience of leading a performance culture including people planning, target setting, performance appraisal and the management and motivation of diverse staff groups (I)
- Evidence of successful leadership and financial management at a senior level (A)
- Experience of effectively and successfully managing complex culture change programmes (A/I)

- Experience of effectively managing large complex budgets (A)
- Experience of being able to work effectively in a political environment and establish positive relationships with Councillors, senior managers, staff and external partners, to establish confidence, trust and credibility (I)

Skills/Abilities

Essential

- Experience of coaching and mentoring managers to effectively undertake their responsibilities for managing the performance and development of their staff (A/I)
- Proven ability to manage own delivery in a planned and structured manner initiating service and organisational improvements (A/I)
- Excellent relationship management skills and ability to navigate diverse and sometimes conflicting stakeholder views and interests (A/I)
- An exceptional level of written and oral communication skills, able to communicate complex issues in a clear and effective manner adapted as appropriate to the audience on matters affecting the service (A/I)
- The ability to influence and negotiate effectively, persuasively, and sensitively to resolve conflict resolutions (A/I)
- Experience of delivering professional and persuasive presentations to large internal and external groups building strong and internal networks to benefit the organisation and its stakeholders (I)
- Creative with an innovative, fresh thinking approach, challenging the status quo bringing ideas to address new and existing challenges (I)
- Strong collaborator with demonstrable ability to bring people together from across the organisation and wider, and to empower individuals and teams to deliver outcomes (I)

- Experience of leading strategic initiatives or of contributing towards strategy/policy development and implementation (I)
- Ability to monitor, analyse and predict changes in the internal and external environment to advise on risks and opportunities and to inform the development of strategy and plans (A/I)
- Demonstrable ability to quickly adapt and respond to changing circumstances and to operate in an environment of uncertainty or ambiguity (I)
- Significant experience of operating with a high degree of autonomy in a self-motivated manner, prioritising competing work demands and meeting multiple deadlines (A/I)
- Demonstrable experience of being a role model, with leadership skills and integrity (A/I)
- Ability to make effective evidence-based decisions under constraints and/or in the face of uncertainty, complexity or incomplete information (I)
- Experience of using insight/intelligence to improve organisational performance or to make recommendations (I)

Desirable

- Project management experience
- Systems implementation experience

Commitment

Essential

- Able to deliver the council's commitment to equality of opportunity both in provision of services and as an employer (A/I)
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)



Other

Essential

- A demonstrable record of achievement in promoting and delivering service improvement, customer care, safeguarding and equality and diversity (I)
- Ability to maintain, develop and monitor performance indicators for services and use them proactively to improve performance (I)