**Role Profile**

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| **Job title:** | Accounts Payable Team Leader | **Level:** | 2 |
| **Function:** | Finance | **Type of role:** | Permanent  |
| **Reporting to:** | Purchase to Pay Manager | **Location:** | Stockport |
| **About the Role:** |
| Lead a team of a Finance Assistants ensuring the provision of a quality, effective customer service, carrying out financial and administrative activity in relation to the processing and paying of invoices from contractors and suppliers on behalf of NHSPS. |
| **Key Responsibilities:** |
| * Lead, develop and motivate the Accounts Payable Team to deliver a high-quality service by providing clear direction, regularly reviewing work outputs. Lead on vacancies, interviewing, recruiting, and completing all training and signing off the skills’ matrix weekly to ensure all topics are covered within the probationary period.
* Utilising the skills’ matrix to provide cross functional support across shared services.
* The role will dedicate a significant amount of time to developing the team through training; coaching; delegating; identifying and fostering talent within the wider finance team.
* Proactively lead the performance of the Accounts Payable Team by ensuring a quality service is provided as per our Service Level Agreements during the agreed operating hours. Ensuring team resources are deployed effectively and standards, targets, key performance indicators and service level agreements are communicated, understood, and adhered to by team members, dealing with underperformance appropriately.
* Act as subject matter expert in accounts payable, including providing advice and support to the Finance Assistants to ensure the effective processing and paying of invoices from contractors and suppliers.
* Carry out analysis of team data identifying improvements to individual performance and business processes, escalating findings on performance against key targets and key performance indicators as appropriate, and agreeing actions plans to address underperformance.
* Carry out reporting using appropriate systems, to ensure financial data quality and integrity, identifying and investigating financial errors, omissions or duplications and ensuring effective resolution in line with agreed policies and procedures.
* Ensure the team are following agreed financial controls and business processes to effectively support Customer Services, dealing with complex financial issues and case resolution when required.
* Actively contribute to regular reviews of Finance Processing, seeking feedback from internal and external stakeholders, to continually improve the service provision and identifying efficiencies where possible. Improvement opportunities identified and realised should be in accordance with change management protocols.
* To lead on continuous improvement Projects and ensure all the stakeholders are on board. Complete a proposal setting out current processes and proposed process changes, setting out the benefits realized by changing the process. Set up a detailed Project Plan and timeline.
* Mentor AP Assistants to become self-sufficient in managing the Accounts Payable Assistants with an awareness of the end-to-end PTP process.
* Delegate BAU activities of managing supplier accounts to the Team to enable more time spent on continuous improvement activities, reviewing processes and project support.
* Lead key relationships with internal and external stakeholders to resolve recurring and emerging issues. Provide training sessions to the wider business when required.
* Ensure the team provide accurate and timely advice, guidance and support to colleagues and other stakeholders as required, dealing with complex financial matters, escalated queries, and issues to ensure effective resolution.
* Ensure team processes and procedures are reviewed and updated as required to manage the financial impact of government policy changes.
* Ensure relevant and up to date Finance Processing policy and service information is available and accessible to the team and all stakeholders via the external website and the intranet site.
* Work collaboratively with the management team to ensure effective delivery of the wider shared services offering.
* Ensure that all data protection requirements are met in accordance with the Group’s policy, procedures, and statutory requirements.
* Ensure that health and safety requirements are met in accordance with the Group’s policy, procedures, and statutory requirements.

**Organisational, Policy & Planning Responsibilities*** Ensure there are effective policies; standard operating procedures and RACIs in place for the team, ensuring responsibilities are clearly defined between involved parties.
* Ensure that work is completed efficiently, to a high standard, resulting in quality output, delivering a high level of customer satisfaction.

**Analytical & Judgemental** * Agility - Challenges the status quo and looks for opportunities to make improvements in their area of the business and beyond. Embraces new initiatives and drives successful implementation in their area.
* Support key stakeholders with operational targets, offering advice and guidance around non-financial aspects together with preparing the key financial metrics.

**Communications & Relationships*** Leadership - Creates a positive work environment creating a culture of diversity and inclusion, works with high integrity, ensures clear and direct 2-way communication within the Corporate Finance team. Takes personal accountability for outcomes resulting from choices and behaviours of oneself. Engage and enable, creating an inspiring vision while providing the appropriate direction, guidance and support.
* Customer focus - Proactively seeks to understand our customers’ requirements, by obtaining feedback and developing insights that can be used to enhance customer satisfaction or improve metrics.
* Collaboration - Pro-actively seeks out and shares different perspectives from a broad network and implements alternative approaches, champions and role models the values of diversity and inclusion through everyday interactions in groups or 121’s.
* One team – understands the key messages from Corporate Finance and supports the wider team with delivery of objectives and goals ensuring these are aligned to the wider business goals.

**Responsibility for Physical and Financial Resources*** The role holder must take good care of the resources it is entrusted with and make sure that they are used for the purpose intended. In practice, achieved through careful strategic planning, setting up appropriate controls, considering risks, and by setting up systems.
* On a personal level, individuals must operate with honesty and propriety. The integrity of financial reports depends on the accuracy and completeness of financial records.
* Expenditure must be kept within budget, both at the operational and the strategic levels. Viability is a measure of the financial continuity and security.
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| **Experience, Knowledge, Capabilities and Qualifications** |
| **Experience** | **Capabilities (skills/behaviours)** |
| * You will have experience of processing Invoices/credit notes within the terms of agreement. Completing Statement Reconciliations ensuring our ledger reflects the Supplier Statement.
* Knowledge of financial controls.
* An understanding of the risks associated with non-adherence to financial controls.
* Proven track record of leading a high-volume transactional service.
* Proficient in the use of Microsoft applications.
* Customer focused with excellent written and verbal communication skills with the ability to work at all levels in the business.
* Commercially aware with a focus on continuous improvement and the ability to drive change.
* Project Management experience to lead the changes within the shared business service.
* Excellent attention to detail with the ability to work under pressure, deliver to strict
* deadlines and manage conflicting priorities
 | * Provide day to day Leadership, coaching and mentoring of the Accounts Payable Team - motivating and leading the team, you will also lead the way.
* To complete staff 1 to 1’s setting out yearly goals and targets, responsible for staff annual leave, sickness, and underperformance.
* A solid working knowledge of word, Outlook, Excel and teams (understanding V-Lookup, Pivot and Functions).
* Commitment to supporting the achievement of the Company’s strategic goals.
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| **Knowledge** | **Qualifications** |
| * A good knowledge & understanding of the AP Team responsibilities and processes to include, bacs, chaps, unallocated, AP Forensics, AOB process and statement reconciliations.
* An extensive knowledge of best practice processes including Procurement Cards, EDI and SoX Controls
* General Accounting Knowledge
* Continuous Improvement
* methodologies
* Navison
* Power BI
 | * Experience of working in a similar role
* Qualified, part qualified or qualified by experience.
* Hold or working towards an accounting qualification
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| **Other information** (travel, hours) |
| In the office a minimum of one day a week.  |