



Ipswich Borough Council Job Description: N65

Team Leader: Financial Operations

Main Purpose of Job

The post-holder is responsible for overseeing the Council's treasury management operations and leading core transactional finance functions including Accounts Payable, Accounts Receivable/Income Collection, Insurance, Banking, and Rent Accounting.

The post-holder is also responsible for Treasury Management, ensuring that funds are available as required for both operational needs and investment activities, in line with the Council's Treasury Management Strategy.

The post-holder is also responsible for determining overall strategy, organisation, staffing and operational arrangements including the establishment of a resilient performance management culture.

Main Duties

1. Management of Team – To lead and develop section employees using delegated powers authorised by the Operational Manager. To recruit, manage and supervise employees in accordance with Human Resources policies and procedures including planning, co-ordinating, managing and monitoring staff workloads and ensure that resources, principally staff, are effectively performance managed, motivated and developed to ensure corporate priorities are met and work programmes are delivered on schedule. Ensure staff maintain an effective and positive relationship with internal and external customers
2. Responsible for the management of Sundry Debt and Income Collection, including the raising and recovery of bills.
3. Responsible for Treasury Management ensuring availability of funds when required whilst maximising income within given parameters (Treasury Management Strategy).

4. Responsible for the management of Accounts Payable, ensuring the accurate and timely processing of invoices and payments in line with financial controls and organisational policies.
5. Responsible for the Insurance function, ensuring effective claims handling, appropriate risk coverage, and compliance with relevant insurance frameworks and procedures.
6. As part of the management team determine the overall strategy of the service area and devise, evaluate, implement, manage, monitor and review policies and procedures. Assists with budget preparation and provides input into Medium Term Financial Plan.
7. Set standards and targets and carry out a continuous assessment of performance. Identifies areas for future development and improvement of the service. Formulates a work plan, timetables for key events and identifies work priorities on an ongoing basis and allocates staff and other resources accordingly to maximise income from collection.
8. Responsible for the supervision of a team delivering functions across Treasury Management, Banking, Accounts Payable, Insurance, Income Management and Rent Accounting, ensuring effective operations, robust financial controls, and compliance with all relevant policies and frameworks, including oversight of the Council's banking arrangements and associated services.
9. Responsibility for the Council's Income Management system covering Telephone, Internet and electronic bank payments and the rent accounting module of the Housing system.
10. Compiling budgets and forward forecasts for investments (based on different scenarios and strategies). Reporting to Executive, Scrutiny Committee and Head of Resource Management on Treasury Management activities, including recommendations on annual Borrowing and Investment Strategies and credit limits.
11. Financial advisor and a key member of officer and Councillor teams working on corporate projects.
12. Prepares statistics for performance monitoring on a regular basis and publicises them. Provides figures and evidence to internal and external auditors and responds to audit enquiries.
13. Compiles and presents reports for Council, Executive or Directors Team. Consults with other parts of the council on issues affecting them. Deputises for the operational manager at meetings as required. Arranges and analyses results of customer and staff surveys and other types of consultation.

14. Keeps up to date with complex changing legislation. Interprets legislation and considers the implications of proposed changes in legislation, responds to consultation documents, implements such changes and disseminates information to the service area.
15. Represent Head of Service and Operations Manager at working parties and functional groups.
16. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	A levels qualifications or equivalent	Association of Accounting Technician (AAT) qualification	Application form
Work related experience	Experience working in a financial, accounts, or revenue-related environment. Experience supervising or supporting staff, or the ability to demonstrate leadership potential. Experience working with financial systems and navigating multiple data sources. Experience managing workloads, meeting deadlines, and delivering to required standards. Experience working with customers or stakeholders and resolving enquiries.	Experience working in a local authority or highly regulated environment. Experience contributing to service improvements, projects, or system changes. Experience working across more than one financial function (e.g., payables, receivables, treasury, insurance)	Application form/ interview
Other related experience	Experience producing or interpreting reports, data, or performance information. Experienced in setting up and managing procedures, ensuring best practice and delivering continuous improvement Ability to work independently and exercise sound judgement.	Experience supporting implementation of new processes, systems, or ways of working.	

Specialist knowledge	Understanding of financial processes such as payments, billing, income, reconciliation, or cashflow. Good working knowledge of IT systems, spreadsheets, and digital tools. Awareness of internal controls, accuracy requirements, and the need for compliance. Understanding of customer care principles in a financial context.	Knowledge of the following systems: • Agresso • NRB • Anite@work • Experian • PARIS • IHMS • BACS Awareness of legislation or standards relevant to financial operations (e.g. audit, data protection, financial regulations).	Application form/ interview
Job Related Skills	Proven experience of managing and leading a team, including responsibility for setting objectives, supporting performance, holding 1-2-1 discussions, providing feedback, and contributing to staff development. Strong organisational skills, with the ability to manage multiple tasks and deadlines. Ability to analyse information and identify issues or trends. Ability to communicate clearly and confidently, both verbally and in writing. Ability to support and motivate others, building positive working relationships. Confident using financial or administrative systems and producing management information.	Experience coaching team members or supporting their professional development Experience contributing to process improvement, service redesign, or system enhancements.	Application form/ interview

	Commitment to continuous improvement and delivering a high-quality service.		
Personal skills	Positive, proactive approach to problem solving. Ability to remain calm, professional and fair under pressure. Ability to work both independently and as part of a team. Ability to lead change in a supportive and constructive manner. High level of integrity and respect for confidentiality.		Application form/ interview