

## Service Manager/Team Manager

### Job Description (Tier 4)

<b>Job Title</b>	<b>Finance Projects and Systems Service Manager</b>
<b>Role Type</b>	<b>Service Manager/Team Manager</b>
<b>Salary</b>	<b>Hay E (£64,506 to £71,859)</b>
<b>Benefits</b>	<b>Agile working, good leave entitlement, fantastic LGPS pension, inclusive culture)</b>
<b>Directorate</b>	<b>Resources</b>
<b>Team</b>	<b>Finance</b>
<b>Accountable to</b>	<b>Head of Finance Transformation &amp; Transactions</b>
<b>Hours</b>	<b>37 hours</b>
<b>Location</b>	<b>Base: Shire Hall, Warwick, but Agile Working</b>
<b>Accountable for:</b>	
<ul style="list-style-type: none"> <li>Team Responsibility (FTE)</li> </ul>	<b>7.0 FTE</b>
<ul style="list-style-type: none"> <li>Annual Budget</li> </ul>	<b>£800k</b>
<b>Politically restricted role</b>	<b>Yes</b>
<b>JEID (Job Identifier number)</b>	
<b>Essential Qualifications</b>	<b>CCAB qualified</b>

### Key responsibilities (including technical responsibilities and key stake holders/customers)

- To lead and manage the Finance Projects team and Financial Systems team in the provision of advice and support across WCC in line with the Finance Service Offer.
- To build and maintain strong working relationships across Finance and Services to optimise the successful provision of the Finance Service offer.
- To lead on the delivery of projects both across WCC, (including financial systems development and implementation), and within the Finance Service, which will involve directly leading on specific projects.
- To develop the financial systems used by the Council, with a focus on embracing new technologies to drive improved decision making and generate efficiencies.
- To ensure the effective identification and management of financial risk and make recommendations to senior managers and Corporate Board on the financial viability and sustainability of projects.
- To optimise of the use of financial resources, including identifying and advising on new opportunities and responding to changes in legislation or regulations.

## Person Specification What we are looking for

Role specific and Core Competencies and Professional Expertise that are essential (these will be measured during the assessment process)

- Have a CCAB Accounting (or equivalent) qualification and membership of the relevant body, plus continuing professional development.
- Have a background of working in a large and complex organisationally, preferably within the public sector.
- Can demonstrate the ability to work outside the confines of the financial cycle and is self-motivating and proactive in their desire to deliver transformation within the Finance service and support further change across the organisation.
- Can demonstrate the ability to identify and deliver opportunities for efficiencies and change within an organisation in a collaborative manner.
- Have experience leading cross functional teams including leading and managing teams through periods of change to deliver successful outcomes.
- Are an exceptional communicator, with experience of developing successful working relationships with stakeholders at all levels and from across the organisation and external stakeholders.
- Have an understanding of and familiarity with key financial systems, preferably Unit4 ERP, and a desire to drive continuous improvement through development of financial systems.
- Have knowledge of current legislation and the wider local government financial climate.
- Have strong analytical and creative thinking skills and be able to lead and deliver sustainable, collective high performance.

Can demonstrate familiarity with project management principles and evidence a range of projects delivered.

## Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and

job success. These will be considered, along with the behaviours and values, in our application and assessment process.

<b>Generic Competency</b>	<b>Indicators</b>
<p><b>Driving organisational performance through change</b></p>	<p>Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be.</p> <p>Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems.</p> <p>Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen.</p> <p>Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify areas for improvement. Puts in place frameworks to monitor and manage outputs.</p> <p>Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.</p>
<b>Generic Competency</b>	<b>Indicators</b>
<p><b>Organisational &amp; People Leadership</b></p>	<p>Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it.</p> <p>Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities.</p> <p>Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision.</p> <p>Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities</p>

	<p>are available for everyone. Shares own expertise through coaching and mentoring.</p> <p>Promotes and values equality and diversity, takes account of and learns from different individual needs and views.</p> <p>Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.</p>
<b>Generic Competency</b>	<b>Indicators</b>
<b>Finance and Commercial Leadership</b>	<p>Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved.</p> <p>Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes.</p> <p>Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions.</p> <p>Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery.</p> <p>Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.</p>
<b>Generic Competency</b>	<b>Indicators</b>
<b>Strategic Thinking &amp; Planning</b>	<p>Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work.</p> <p>Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact.</p> <p>Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals.</p>

	<p>Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions.</p> <p>Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.</p>
<b>Generic Competency</b>	<b>Indicators</b>
<b>Performance &amp; standards</b>	<p>Ensures the safe operation of services and compliance with appropriate regulations and legislation.</p> <p>Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered.</p> <p>Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required.</p> <p>Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met.</p> <p>Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.</p>
<b>Generic Competency</b>	<b>Indicators</b>
<b>Relationship Management</b>	<p>Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction.</p> <p>Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method.</p> <p>Utilises logical arguments backed by evidence to support their opinion and advice and persuade others.</p> <p>Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders.</p> <p>Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience.</p> <p>Takes opportunities to understand own style and approach, and how they might influence and persuade others.</p>
<b>Generic Competency</b>	<b>Indicators</b>

<p><b>Personal Leadership</b></p>	<p>Displays leadership behaviours and remains calm and objective in all situations.</p> <p>Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way.</p> <p>Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account.</p> <p>Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success.</p> <p>Builds positive and collaborative relationships based on trust and support.</p>
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## Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

### Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be