

Service Director - Financial Services Job Description



Job Description

JOB TITLE: Service Director Financial Services

REPORTS TO: Corporate Director: Resources

Job Purpose

To lead the Financial Services function across Peterborough City Council. To provide the vision and strategic direction for the function, leading performance improvement to ensure a continuously high performing and improving service:

- To develop the Council's Medium Term Financial Strategy , and implement it delivering financial sustainability for the council
- To maintain accuracy and integrity of the Council's Accounts, Budgets, Financial Plans and Financial Systems
- To ensure the financial framework for the Council is in place, including the development of financial systems and control of the overall budget
- To be responsible for the Council's ICT service and hold contractors and suppliers to account for the effective delivery of this service
- To lead and be accountable for management of the council's Peterborough Serco Strategic Partnership and ICT partnership, developing the partnership arrangements and resolving issues and concerns including resource requirements.
- To be the lead on council wide transformation initiatives working with corporate directors and other senior managers to maximise opportunities for the benefit of the Peterborough area.

The postholder will act as deputy Chief Finance Officer, including deputising as statutory Section 151 Officer.

Areas of responsibility

- To develop and implement the Council's Medium Term Financial Strategy, delivering financial sustainability for the council
- To maintain accuracy and integrity of the Council's Accounts, Budgets, Financial Plans and Financial Systems
- To ensure the financial framework for the Council is in place, including the development of financial systems and control of the overall budget
- To provide a financial advisory service to all Directorates of the Council and Schools
- To develop policies, including the Council tax support scheme, Business rates and council tax reliefs schemes (these impact on people and businesses across Peterborough) and underpin the MTFs (budget strategy for the council)

- To oversee contract management of the Peterborough Serco Strategic Partnership (PSSP) and ICT contracts to achieve the key objectives of the partnerships, adherence and development of a quality and high performing service that meets the needs of internal and external customers over the duration of the contracts. On issues and concerns including resource capacity issues, negotiate and resolve with partners to mitigate against formal dispute resolution procedures outlined in the contract. In the event of formal dispute resolution, refer to the formal dispute resolution procedures.
- To be responsible for the council's procurement function contained within the PSSP contract and development of procurement strategy and policies that support the council's priorities and objectives.
- To ensure commercial analysis for potential new models of operation (Joint Ventures, partnerships) is undertaken, including negotiation with partners
- To drive service and business transformation opportunities to achieve continued excellence, efficiency and improved customer services.
- To forward plan and provide strategic insight on external and internal factors likely to have an impact on the effective operation of the authority.
- To ensure the Digital Peterborough programme meets the appropriate needs of clients and users fully reflecting technological advancement and maximising the application of IT for the benefit of the Council and city wide.
- To represent Digital Peterborough as appropriate on transformation projects when working with the council's directorates.
- To manage and exploit the strategic partnership with CityFibre.
- To be the financial lead on council wide project and transformation initiatives, including assisting the design, implementation and delivery of the vision and strategy of the ICT function.
- To act on behalf of the S151 officer by resolving issues and concerns as appropriate across all council departments before recommending decisions to the S151 officer that is the responsibility of the S151 officer under the Local Government Finance Act.

Council functions provided by partners:

PSSP contract:

- Revenue and Benefits (provision of services for @78,000 households for council tax, @ 5,500 businesses and benefit claims)
- Income and Payments (provision of council transactional services to pay suppliers (£316m in 2014/15) and manage the council's sundry debt function @ £70m debt raised with over 23,000 invoices raised in 2013/14)
- Payroll (paying council staff wages (@1,300) and other payroll units that buy council payroll services and provision of the transaction administration of HR function)
- Procurement (provision of operational and strategic procurement services for the council)
- Business Support (provision of administrative support across council services and temporary staff under the Manor Drive Solutions contract)
- Transformation (provision of project management and business intelligence resources that support the council's transformation programme and business as usual practices)
- Customer Services (provision of a contact centre for Peterborough's customers)

ICT contract:

- Provision of ICT service (for all council staff and third parties where appropriate and maintaining the council's ICT infrastructure)
- Third party spend (this includes Microsoft licensing, mobile phones and IT equipment etc.)

Staff

Division headcount – 65

Direct reports – 6 (5 Heads of Finance, plus Head of Internal Audit)

Partner indirect reports:

Partnership Director
 minimum of 7 Heads of Service
 @ 400 staff within the PSSP and ICT contract

Service Director Accountabilities

- To lead a high performing strategic and operational service in order to deliver the Council's Corporate priorities and vision
- To act as PCC's professional and/or statutory lead on all service issues to deliver a high quality service strategy, excellent levels of performance and innovation in service delivery
- To champion the corporate vision and direction internally and externally engaging with employees, politicians, partners and stakeholders building strong relationships to represent the interests of PCC
- To provide inspirational leadership to service teams, driving customer focused service delivery, embedding a culture of change, continuous improvement and excellent people engagement and management
- To lead cross organisational corporate delivery in order to achieve corporate outcomes and change
- To act as formal Deputy to the Corporate Director: Resources as required
- To work within financial regulations to maintain and improve corporate financial management
- To assess service risks to PCC and determine the appropriate level of risk to take creating realistic, cost effective and timely plans to support the achievement of PCC objectives
- To champion the corporate, partnership and service visions and direction internally and externally with employees, politicians, partners and stakeholders building strong relationships to represent the interests of the Council in order to achieve and improve service outcomes
- To provide strategic advice and critical challenge, identifying opportunities and practical options for improvement, enabling the delivery of a stronger, more efficient, effective and streamlined council that will deliver high performing services to the residents, businesses and customers for Peterborough
- To contribute to the management and development of the overall service so that it provides high quality, cost effective services to the council, corporate management team and managers and develops employees to achieve high levels of performance to enable the council to achieve its objectives
- To ensure that sufficient resources from the council and strategic partners are identified and are available, and are effectively and efficiently used to provide value for money

Strategic Management

- To provide managerial leadership and vision that will enable development, innovative, flexible and community focused approaches to service delivery.
- To work collaboratively with Elected Members and the Corporate Management Team to achieve improvement and business transformation in all Council areas.
- To act as an ambassador for the Council, promoting and developing the authority's image, forming strategic alliances and developing effective working relationships on a local, regional and national basis.
- To ensure that sufficient resources from the Council and strategic partners that have been identified are available, and are effectively used to provide value for money
- To ensure strategies for improving services are in place and support the transformation agenda.
- To lead and monitor the proactive development of the ICT and digital service across the council.
- To lead on the development and application of policies, procedures and strategies pertaining to the use of digital technologies across Peterborough City Council, and to identify areas of improvement.
- To provide strategic direction for the council's' ICT Service in ensuring that value for money is delivered and appropriate commercial contracts are put in place

- To support the Corporate Management Team
- To provide leadership in the management and development of staff and their work in teams to achieve corporate, team and personal objectives including individual and groups of projects.
- To establish and service Steering and Management Groups as appropriate, in order to build a strong and collaborative working relationship between partners
- To lead on the development of digital service business, corporate and strategic plans and standards and their monitoring and collective review
- To ensure that management plans and strategies are regularly reviewed and updated to support performance improvement. To manage staff and relationships with partner organisations, businesses suppliers and other contractors.

Job specific accountabilities (including statutory obligations)

- To be the deputy financial advisor to PCC and act as Deputy Statutory Finance Officer (Section 151 Officer)
- To ensure the Council has proper arrangements in place for the administration of its financial affairs, including directing the completion of annual accounts.
- To lead the design and implementation of comprehensive systems budgeting, medium term financial planning and budgetary control overseeing the Council's annual budget and Medium Term Financial Plan.
- To lead and manage the Heads of Finance in Directorates

PERSON SPECIFICATION

Job knowledge, skills & expertise

Experience and qualification Requirements

- A fully qualified accountant and member of a CCAB body with extensive demonstrable Continuous Professional Development
- Successful strategic leadership and operational management, within complex medium/large organisations to deliver excellent business and customer focused service
- Demonstrable track record of providing accurate, reliable, practical, clear and effective service information at strategic level
- Extensive experience of budget setting and management in a complex organisation
- Experience of integrated accounting systems
- Engaging and supporting internal and external partners and senior stakeholders (voluntary, public and private sectors) in service development and delivery and its continuous improvement
- Developing and implementing service strategies, change and transformation to achieve excellence in service delivery and to improve value for money
- Leading, motivating and managing professionals and teams including service improvement, performance management and career development
- Managing complex issues in partnership and multi unionised environments to deliver organisational excellence and change and to minimise risk
- Successful delivery and outcomes within relevant legislative and regulatory frameworks
- Experience of consistent achievement as a senior manager in one of the service areas including evidence of a clear understanding of the statutory and regulatory functions relating to public standards and provision in the public sector.
- Experience of strategic management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans.
- Evidence of commercial and business acumen, exploiting new opportunities to achieve output related changes and an outward customer facing and community focus.
- Experience of working effectively in a political environment, demonstrating high levels of political awareness, sensitivity, confidentiality and understanding and the ability to translate

that into delivering the agendas of the administration and winning the confidence of elected members and external stakeholders.

Skill Set

- Effective leader and manager of people and projects
- Ability to adapt quickly to complex situations and problems, demonstrating high levels of decisiveness and resilience.
- Commercially aware, able to apply commercial principles to public sector finance in order to income generate and sell services to other Council departments and external organisations
- Relationship and stakeholder management with multiple and diverse stakeholders – internal and external.
- Ability to influence and impact through communication and presentation – oral and written.
- Customer focused and business aware and able to apply to service provided
- Commitment to the physical, social, environmental and economic regeneration of Peterborough
- Thorough knowledge of the service's financial, legal and regulatory framework and organisational/regional/national requirements
- Awareness of how to be successful in public sector practice and political environment
- Demonstrable Continuous Professional Development including for professional/technical and leadership/management development
- Strategic and logical thinker and decision maker able to provide practical and creative solutions to the management of partnership, corporate and directorate issues
- An understanding of, and demonstrable commitment to, PCC's Vision, Mission and Values
- Awareness of public sector practice, the political environment and PCC's diverse communities
- Proven ability to take responsibility for actions, projects and people, take initiative and work under own direction, initiate and generate activity and introduce changes into work processes and make quick, clear decisions which may include tough choices or considered risks.
- Excellent ability to work strategically to realise organisational goals, demonstrate creativity, initiative, resourcefulness and resilience.
- Proven ability to adapt to changing circumstances and tolerate ambiguity, accept new ideas and change initiatives and adapt interpersonal style to suit different people or situations.
- Proven ability to establish good relationships with customers, staff and partners. Communicate well with people at all levels, including Directors, Members and strategic partners. Build wide and effective networks of contacts.
- Proven ability to gain clear agreement and commitment from others by persuading, convincing and negotiating. Make effective use of political processes to influence and persuade others.

Additional Information

Political Restriction

This post is politically restricted under the Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 and the post holder may not have any active political role either in or outside of work.

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