

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04380

Service Area: Financial Services

Grade: G9

Job Title: Financial Operations Manager

PURPOSE OF JOB:

This role supports the delivery of high quality, efficient and customer focused financial operations. Working closely with colleagues across Financial Services, the postholder will help ensure the effective day to day operation of financial processes while actively contributing to a major transformation programme to modernise systems, standardise processes and improve service outcomes.

The role is well suited to a proactive, detail-oriented professional who thrives in a changing environment and is committed to continuous improvement, strong financial control and operational excellence.

STRUCTURE CHART:



MAIN DUTIES:

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| 1. | Support the effective and efficient operation of day to day financial systems and processes across transactional and financial management activities. |
| 2. | Support the development, implementation and evolution of Financial Services 'Front Door'. This service acts as a filter for customer queries ensuring those queries that can be resolved are done so without progressing further into Financial Services. |

3.	Support the development, implementation and evolution of Financial Services self service offer. This service provides the digital services for customers of Financial Services.
4.	Ensure systems and processes are compliant with financial regulations, policies and internal controls, undertaking regular reviews and testing as required.
5.	Monitor operational performance against KPIs, service volumes and audit requirements, escalating issues and risks as appropriate.
6.	Work with colleagues to identify inefficiencies, risks and opportunities for process improvement and service redesign.
7.	Lead/support (depending on scale and complexity) operational improvement initiatives, using techniques such as process mapping, workflow optimization, and automation.
8.	Support the implementation and embedding of new financial systems, system enhancements and revised financial processes.
9.	Promote consistent, standardised processes and ways of working across Financial Services.
10.	Ensure financial data is captured, reconciled and reported accurately and in a timely manner to support management and statutory requirements.
11.	Produce operational reports and performance insights to inform decision making and support service improvement activity.
12.	Maintain robust internal controls and support the resolution of audit findings and recommendations.
13.	Act as a key point of contact for internal and external stakeholders, ensuring queries and issues are resolved promptly, professionally and in line with service standards.
14.	Support the development and delivery of customer focused service improvements.
15.	Build effective working relationships across the organisation to support joined up and efficient financial operations.
16.	Support change and improvement activity, helping teams adapt to new processes, systems and ways of working.
17.	As an employee, create a positive image of the County Council. Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations.
18.	Responsible for the completion of all mandatory training applicable to the role in accordance with LCC employment policies including refresh within the stated timescales. To deliver within LCCs Information Governance principles ensuring the safe and confidential capturing, handling, transfer and storage of client data.
19.	Responsible for undertaking Continuing Professional Development, applying the learning to enhance service delivery. Create a continuous improvement approach to the role and feeding in the wider LCC business performance improvement programme.

20.	Comply with Health and Safety policies and procedures for staff ensuring risk assessments are carried out to minimise and/or mitigate risk to staff.
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PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
Proven experience in improving processes and delivering operational efficiencies within a financial services environment.	A/I	x	
Strong understanding of transactional finance, financial control and operational finance processes.	A/I		x
Experience working with systems and supporting system enhancements or implementations.	A/I	x	
Strong analytical skills, with the ability to interpret data and produce meaningful insights and reports.	A/I	x	
Experience working within a complex, public-sector or similarly regulated financial environment.	A/I		x
Knowledge and experience of applying continuous improvement methodologies (e.g. Lean or process improvement techniques).	A/I	x	
Excellent communication and influencing skills, with the confidence to engage and challenge at all organisational levels.	A/I	x	
A strong commitment to customer service excellence, operational efficiency and continuous improvement	A/I	x	
Detailed knowledge of the Council's constitution, Financial Strategy, financial regulations financial procedures, schemes of authorisation and their rationale within the control framework.	A/I		x
Excellent in balancing multiple responsibilities, prioritising based on urgency and service/customer relevance adapting quickly to the changing environment. Excellent in meeting deadlines often dictated by an ever-changing external environment.	A/I	x	
Excellent presentational and report writing skills with the ability to engage	A/I/P	x	

and explain complex information to a range of audiences in a clear and concise manner and within established timeframes.			
Excellent ICT skills covering Microsoft 365, Unit 4 BW and financial modelling tools.	A/I/P	X	
Able to establish strong relationships both internally and externally, building customers confidence in your advice and guidance.	A/I	X	
Appreciation of political and commercial sensitivity, ability to formulate and offer balanced views /advice.	A/I		x
Self-motivated person with the ability to motivate others in a hybrid working environment.	A/I	X	
Excellent change management and project leadership skills.	A/I	X	
To understand and have awareness of the impact of decisions, recommendations and advice of equality and diversity.	A	X	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.