# LONDON BOROUGH OF HACKNEY



**POST TITLE:** Finance and Business Performance Manager

**DIRECTORATE:** Neighbourhoods and Regeneration

**SERVICE:**  Parking, Markets and Street Trading

**GRADE:** PO3

**LOCATION:**  136 Lower Clapton rd, London E5

**RESPONSIBLE TO:** Head of Service

**RESPONSIBLE FOR:** 5 staff 

**PURPOSE OF THE JOB:**

The Finance and Business Performance Manager will have overall responsibility for ensuring sound financial management within Parking, Markets and Street Trading, and has three key duties.

Firstly it is to lead on the production of the three main pillars of the annual budget cycle (budget setting, regular budget monitoring, and accounts closing) accurately, to timetable and with clear audit trails of workings, across capital and revenue.

Secondly it is to take charge of delivering effective income and expenditure monitoring, making sure that the Head of Service and Service Area Managers are informed of areas of concern, solutions identified, and that there is appropriate challenge where necessary to avoid overspends and manage risk.

Thirdly it is to lead on Performance Management across the service, ensuring that Business Performance is closely monitored, and areas of underperformance highlighted and addressed at speed, to meet the service’s commitments outlined above, and the information presented to staff and senior management across the organisation in a way that helps drive a cycle of continuous improvement.

**Key Accountabilities**

**Effective setting and management of income and expenditure budgets**

* To lead on the production of the three main pillars of the annual budget cycle (budget setting, regular budget monitoring, and accounts closing) accurately, to timetable and with clear audit trails of workings, across capital and revenue.
* To proactively monitor and manage the income and expenditure budgets through monthly reviews, ensuring that areas of over or underspend are investigated and understood, and steps taken to avoid overspends.
* To work with relevant budget holders and managers to identify solutions and mitigate against emerging financial risks, and escalate issues with the Head of Service as necessary.
* To provide proactive, high quality and informed financial advice at all levels of operational decision making, with the necessary challenge and/or justification where necessary.
* To communicate in a confident, authoritative and assertive manner that is in line with established policies, practices and priorities of the council and maintains and enhances its credibility.
* To liaise with the Group accountant for the preparation of accounts and reconciliation reports.
* To ensure that the work carried out by the functions for which the post holder is responsible is in accordance with required Council standards and standing orders, legal requirements and national and local objectives and that adequate monitoring and auditing processes are in place.

**Projects**

* To lead on the delivery of service projects which have an impact on income and expenditure, including payment types, payment routes, payment providers and other similar changes.

**Financial reporting**

* To work with the business analysts in the development and maintenance of computerised information systems and financial data collation for KPI and other management reports.
* To use bespoke IT Business Intelligence systems such as QlickView in accurate reporting of financial KPI performance.
* To provide accurate financial information, and to present as necessary for statistical returns, Freedom of Information requests, management meetings and other information requests (internal and external), as required by the services, and with service input where relevant.

**Day to day financial management**

* To ensure that monies collected by and on behalf of Parking, Markets and Street Trading are safely and effectively banked on a regular, timely basis in accordance with council and approved financial audit requirements.
* To ensure that your team undertake daily reconciliation tasks for credit card\debit card cash\cheque including postal cheques, car parks, P&D machine and call centre. Check Liberator reports with end of shift ledger, banking form, PDQ report and Xenco or appropriate End of Day report for any discrepancy using standard auditable process.
* To ensure that your team keep all the relevant monthly turnover, reconciliation, and daily income recording up to date and process refund requests, in line with service expectations.
* Ensure charge backs and bounced cheques are dealt with promptly using Liberator or appropriate report and bespoke spreadsheets, reopening case in Liberator or appropriate Parking system. To send letters to customer indicating PCN reversals and liability for payment ensuring beneficial closure to the case.
* To oversee the timely raising of purchase orders and payment of invoices, ensuring they are raised and paid in line with the correct budget allocations, in accordance with the Council’s financial frameworks and regulations and in line with agreed timeframes and deadlines.
* To ensure that manual payments made from the sundry account are regularly reviewed and ensure those suppliers receiving regular payments are set up on the finance system (Cedar) via Supplier Management including any new procurement contracts set up.
* To ensure that the Finance team respond swiftly to any invoice related issues and raise with the Central Payments Team to avoid any unnecessary delays of payment to suppliers.
* To be accountable for managing the transactions made on the purchasing card and ensure reconciling of the account is processed using the online system.
* To know and apply the relevant financial controls, checks and balances in everyday working, taking into account the authority’s financial standing orders and scheme of delegation, and wider legislation, and other relevant key documentation.

**Business Performance**

* You will be responsible for collating and presenting the service’s Key Performance Indicators, working with the service’s Data Analysts to produce and share data visualisations which tell clear and compelling stories to key stakeholder and teams across the service that ensure all managers are clear on how their services are performing, and the yardstick by which they are measured.
* You will lead on presenting KPI information to the Senior Management Team, and the Hackney Management Team / councillors through the council’s corporate reporting system (currently Pentana).
* To work with the Head of Service in setting business targets, KPIs, identifying performance improvement priorities and other needs related to quality and development, ensuring their achievement by understanding the needs of the Parking Services and having a good awareness of the business drivers.
* You will work with teams where performance is falling short of targets to identify remedial actions, and ensure that these are recorded and delivered to get performance back on track.
* You will lead on audits of services across the department as directed by the Head of Service, working alongside frontline teams to understand their services, and identify where there are opportunities to improve the delivery of one or more of the service’s three key themes: providing a first class service to its customers, getting things right first time, and delivering efficient processes.
* To ensure that customer complaints and solicitor queries are dealt with within the council’s stated timeframes, ranging from legislation queries, bailiff enforcement, administrative issues, payment investigations and complex compensation claims.

**Managing staff**

* To create a performance oriented approach and culture, ensuring that appropriate work plans; appraisal, performance metrics, supervision and staff development systems are in place to achieve service strategies and objectives.
* To manage an effective work rota for the Finance Officers, ensuring that key tasks are carried out to a high standard and in a timely fashion.
* To be responsible for carrying out the full range of supervisory roles required of a manager, including but not limited to supervisions, appraisals, probation, recruitment of staff, exit interviews, authorisation of leave, sickness monitoring and management of individual performance.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post.

# LONDON BOROUGH OF HACKNEY



**POST TITLE:** Finance and Business Performance Manager

**DIRECTORATE:** Neighbourhoods and Housing

**Guiding principles and the Council’s Vision & Values**

For us to achieve the most efficient operation and provide an exceptional customer experience there are 3 key themes or guiding principles that must be brought to life by every member of the team, regardless of post.

1. **Provide fair outcomes for customers**
2. **Get things done ‘right first time’**
3. **Simplify and continually improve our processes**

These guiding principles support the Council’s Vision and Values and align the behaviours all Council staff should model so we achieve the best for residents and customers.

**Our values**

Our staff vision is to make Hackney a place for everyone. Where all our residents, whatever their background, have a chance to lead healthy and successful lives; a place of which everyone can be proud, with excellent services, thriving businesses, and outstanding public spaces; a place where everyone feels valued, and can make their voice heard.

Complementing this vision, the Council has adopted a set of values. These were developed through consultation with people who work here and now form a cornerstone of our job descriptions as they underpin our roles with ‘how we work and what we do’.

In Hackney you will embody these values in how you behave and approach your work, through being:

* **OPEN**, honest, and accountable, working with others, listening, showing trust in each other and in our residents
* **AMBITIOUS** for Hackney, and for ourselves, always seeking to be the best at what we do, and to get the best for the people of Hackney
* **PROACTIVE** and positive in the way we approach problems and challenges, and take up the opportunities that come our way
* **INCLUSIVE** both as an employer and a service provider, celebrating diversity, and treating colleagues and residents with respect, and with care
* **PIONEERING** and innovative, always seeking new solutions and making space to be creative, to learn and to share ideas.
* **PROUD** of what we do, of the Council, of each other, and of Hackney

**Other requirements**

**SKILLS, ABILITY AND KNOWLEDGE**

1. Qualified to GCSE grade B or above in Mathematics and English.
2. Experience of managing, leading and motivating staff to produce work to tight deadlines and to vary priorities and degrees of urgency in a challenging service orientated environment.
3. Experience of communicating in a confident, authoritative and assertive manner that is in line with established policies, practises and priorities of the council and maintains and enhances its credibility.
4. Experience of cost centre management across budget setting, budget monitoring and accounts closing (capital and revenue), gained through formal training or through working within a similar role
5. Experience of processing payments, invoices and/ or cost codes and account balancing.
6. Experience of financial management, including financial monitoring, control procedures and reconciliation of accounts.
7. Experience of developing and implementing appropriate qualitative and quantitative indicators and producing management reports to facilitate informed decision making, and evidence of using initiative to improve service delivery.
8. Experience of conducting audits and / or business assurance
9. Excellent working knowledge of IT systems, and advanced spreadsheet skills, that enable their manipulation to produce financial reports.
10. Experience of assisting budget holders in making appropriate operational decisions through the provision of the appropriate financial information.
11. Experience of working with, and ability to explain complex financial information to a wide range of stakeholders in a customer-focused environment.
12. Ability to effectively manage a diverse and demanding workload through good organisational skills, and an ability to work to deadlines and prioritise own workload.
13. An understanding of local government finance and local government services.
14. Flexible and responsive to working times, patterns, locations and methods when necessary. E.g. be willing to provide limited cover for other team members during holiday/other periods as may be specified from time to time.
15. Ability to listen and respond sensitively and tactfully to the needs of customers and the community in oral and face-to-face communication.
16. An ability to assess the impact of legislative or administrative changes, Codes of Practice and guidelines affecting the service including health and safety issues, and to proactively implement changes to comply with those requirements.
17. Politically aware with ability to analyse situations quickly and objectively, to consider implications and provide appropriate advice.
18. Inspires confidence and trust with people at all levels internally and externally and an ability to respond positively and constructively to change.
19. The ability to be flexible and to respond well to change.
20. Ability to deal in a calm and focused way with conflicting demands, and manage multiple priorities within competing deadline to ensure positive outcomes.
21. Demonstrates commitment to remaining customer focused and task oriented, in order to deliver the service to the highest standards.

**Preferred**

1. A formal accounting qualification
2. Demonstrates working knowledge of key legislation covering parking and markets, including the Road Traffic Act 2004, London Local Authorities and Transport for London Act 2003.

***NB: All employees are expected to adhere to the Council’s Diversity & Equality and Health and Safety Policies.***