# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: Accounts Receivable Team Leader

# DEPARTMENT: Business Services

# LOCATION: County Hall, Lewes

# GRADE: [East Sussex Single Status Grade](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 11

# RESPONSIBLE TO: Accounts Receivable Manager

# Purpose of the Role:

The role of Accounts Receivable Team Leader sits within the wider Accounts Receivable and Purchase to Pay Team delivering business administration services to internal and external customers.

The Accounts Receivable function is responsible for the timely collection and allocation of income for the County Council. Providing excellent customer service and appropriate advice and guidance in relation to the collection and allocation of income.

You will be responsible for assisting the Accounts Receivable Manager in leading and shaping the County Council’s strategic direction for the Accounts Receivable function, together with governance and administration responsibilities associated with the management and processing of financial transactions in relation to Accounts Receivable and outstanding debt effectively and efficiently.

Supporting the Accounts Receivable Manager, you will deliver transformation and improvement activities across the Accounts Receivable function.

You will also commission and test Accounts Receivable system modules on behalf of customers and support officers in the use of the Council’s ERP system.

# Key tasks:

1. Lead and manage the Accounts Receivable Team proactively and positively in line with County Council policies, procedures and current legislation, to include securing their training and professional development through the annual appraisal system.
2. Support the Accounts Receivable Manager with the development of strategic management and governance to both improve performance and value for money for services and systems relating to the Accounts Receivable service and the collection of outstanding debt.
3. Deputise and act on behalf of the Accounts Receivable Manager as required. Represent the service at internal and external meetings and chair relevant user groups to meet service delivery expectations.
4. Establish, develop and maintain effective working relationships with internal and external customers, stakeholders and partners.
5. Using own initiative, develop a culture of continuous improvement in systems and processes and as appropriate use technology to facilitate this, seeking to work with other local authorities and partner organisations.
6. Own the Income policy and by maintaining knowledge of internal or legislative changes, ensure the Policy is kept up to date and stakeholders are made aware of the changes and the implications.
7. Provide guidance to internal customers on the application of statutory and local financial regulations and accounting requirements in relation to raising invoices and credit notes and the allocation of income.
8. Work with departmental and service leads and developers to identify, test and implement new processes both on and off the Council’s ERP system and other line of business systems in relation to Accounts Receivable in accordance with the Authority’s preferred project management methodology, managing projects as required.
9. Undertake Accounts Receivable related tasks designated to meet closure of accounts timescales and respond to requests from the Council’s internal and external auditors and other such bodies in relation to audits of covering raising invoices and credit notes and the allocation of income.
10. Ensure the production and maintenance of procedural documents, guidance notes, policy documents and Accounts Receivable service test scripts.
11. Provide advice, guidance, and as appropriate testing for all Adult Social Care line of business systems in relation to the invoicing of clients for client contribution.
12. Contribute to the overall management and direction of Business Administration and lead and/or support improvement initiatives across functions.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties of the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage |
| * Ability to lead and manage a team
* Excellent interpersonal skills, the ability to influence, liaise and communicate effectively (both orally and in writing) at all levels and convey and receive information accurately with tact and diplomacy.
* Good ICT skills including the use of Microsoft Word and Excel.
* Adequate numeracy skills to meet the requirements of the job.
* Ability to organise and prioritise work effectively in order to meet deadlines and to maintain high standards at all times.
* Ability to analyse and interpret information.
* Methodical, accurate, organised, and confident self-managing approach to work including the ability to work well under pressure
* Ability to develop strong and productive working relationships both within the service, cross-functionally and externally.
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# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Good working knowledge of the Accounts Receivable function and computerised financial information systems.
* Excellent knowledge of Accounts Receivable system modules to “super user” status, ideally Oracle cloud.
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# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Understanding of the principles of public sector finance.
* Specific legislation affecting adult social care including relevant knowledge of the legal framework in relation to charges for the provisions of services in Adult Social Care, i.e. CRAG, Fairer Contributions, National Assistance Act 1948, Health and Social Security Adjudications Act, 1983 (HASSAA) and Care Act 2015.
* Broad understanding of the principles of contract management.
* knowledge of improvement philosophies such as Lean and Six Sigma.
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# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Substantial experience of working in the finance function/environment.
* Substantial experience of delivering a customer focused service.
* Substantial experience working in an Accounts Receivable environment.
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# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * A flexible, effective team leader able to demonstrate a collaborative and co-operative approach whilst being sensitive to the needs and feelings of others.
* Commitment to continual self-improvement and professional development.
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**Date (drawn up): Modified May 2022**

**Name of Officer(s) drawing up person specifications: Vicki Richardson**

**Job Evaluation Reference: 12696**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |