

<b>TRANSACTION TEAM LEAD OFFICER</b>			
Reference No.	G076.01(2)	Type	Generic
Service	Revenue & Commercial Services		
Job Family	Professional 1	Grade	FC7

<b>Purpose</b>
<p>To provide day to day operational management and supervision of a team within the Council's Transaction Team.</p> <p>To assist the Team Manager to monitor and control the service delivery, service improvement, and sustainability of specific areas of the Transaction Team.</p> <p>To contribute to the preparation, implementation and review of policy as a key part of the Transaction Teams.</p> <p>To contribute to the high quality and customer focus which is at the core of service delivery for both Customer and Fife Council.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Leading the effective delivery and Management of the team to ensure all processes relating to transactional activity is maximised whilst maintaining quality in one of the following areas:</p> <ul style="list-style-type: none"> <li>• Payroll input / Shared Service Desk</li> <li>• Payroll Processing &amp; Control</li> <li>• Accounts Payable</li> <li>• Pensions</li> <li>• Recruitment</li> </ul>	<p>Considerable experience within a Transaction Team or similar working environment</p> <p>Demonstrate knowledge of the standards and various processes across Transactional areas</p> <p>Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a finance or business management and/or relevant recognised professional qualification or equivalent</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

## Role Profile

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Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance.	Broad understanding and knowledge of effective medium and long term strategies to deliver organisational goals (Deliver results - See 'How We Work Matters' Framework)  Knowledge of Council regulations  Knowledge and awareness of national initiatives, regulation and legislation	✓   ✓	✓
Assisting the Team Manager in developing and realising the full potential of employees through effective objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of resources across all areas of the Service.	Ability to supervise and lead a team  Ability to implement effective management and manage team performance  Ability to monitor and set both personal and team objectives	✓   ✓	✓

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Supporting the Team Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Evidence of effectively managing change  Experience of managing conflict and distress (Take ownership)  IT skills (Embrace technology and information)	✓  ✓  ✓	
Promoting effective partnerships, working across the Service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.	Experience of participation in effective partnership working  Comprehensive understanding of local government and partnership working		✓  ✓
Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change. Ensuring results and reports are analysed and applied to promote and maintain high standards of service delivery.	Effective project management skills  Time management skills  Workload awareness	✓  ✓  ✓	
Providing appropriate advice and supporting Team and Senior Management at both a strategic and operational level.	Broad knowledge of Transaction functions		✓
Regularly representing the Service at internal meetings and working groups and less frequently at meetings with external agencies such as, admitted bodies; 3 <sup>rd</sup> parties; Trusts.	Experience of participation in effective partnership working (Work together)		✓

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Responding to the Council's corporate complaints procedures including overpayments; rejected candidates; late payments. Look to enhance customer care strategies including developing approaches to consult and engage with service users to ensure their aspirations from a transaction team is being met.	Experience of customer engagement and customer care (Focus on customers)  Ability to provide a regular and effective service	✓	✓
Assisting in the audit and quality control of performance.	Experience of carrying out audits and quality assurance		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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## LEAD OFFICER – SHARED SERVICE DESK

To participate and lead Transaction Team Shared Service desk undertaking analysis of calls and call handling, ensuring cost effectiveness /efficiencies are made and implemented using proven project management methodology. This includes working closely with all Transaction Team Managers to identify areas of improvement within the transactional processes and across the Council.	Experience of participation in effective service improvements  Comprehensive understanding of project management methodology	✓	✓
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### Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results