

TRANSACTION TEAM MANAGER

Reference No:	A3956		
Service:	Revenue & Commercial Services		
Job Family:	Admin/Clerical/Business Support	Grade:	FC9

Purpose

Managing and leading one of the Transactional Teams.
Monitoring and controlling service delivery, service improvement, and sustainability of specific areas of the Transactions Team.
Liaising where appropriate with the functional lead, contributing to the preparation, implementation and review of process as a key part of the Transaction Teams.
Ensuring high quality and customer focus is at the core of service delivery for both the Customer and Fife Council.
If there is also a functional lead responsibility for a delivered service, e.g. pensions, will lead on policy review in addition.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Managing and leading in the delivery of the following areas in relation to Transactions while complying at all times with the Council's Financial Regulations and Standing Orders, the Scheme of Delegation within Transaction's service. Complying with specific legislation relating to transactional team activity e.g. Tax & NI, pension updates, late payment charges, safer recruitment checking

- Management of the team to ensure all processes relating to transactional activity is maximised whilst maintaining quality

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Extensive experience within a Transactional Team or similar working environment

Knowledge of standards across functional areas

Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent

E

D

✓

✓

✓

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
• All payments relating to suppliers or staff are accurate and on time • All functional activity is managed in line with Policy • All statutory and legislative changes are implemented • Financial Management for all financial transactions within the Team • Effective management of staff within the team to develop and motivate staff • Partnership Working with internal and external partners/agencies and the functional lead service.	Knowledge of relevant Council policy and processes Knowledge of Council regulations Knowledge and awareness of national initiatives, regulation, legislation and Council Policy Ability to provide an efficient and effective service	✓ ✓ ✓ ✓	✓
Taking a lead role 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 function.	Supervisory skills Experience of effective management of performance Experience of objective setting and monitoring	✓ ✓ ✓	
Assisting the Service Manager to continually review, improve, develop and implement changes for operational and strategic processes in line with changing objectives and resources, including use of mobile technology. Liaising with the functional lead on strategic processes with potential for improvement.	Evidence of effectively managing change IT skills	✓ ✓	

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Promoting and participating in effective external partnerships. e.g. Bureaus, Admitted Bodies, Trusts, Job Centres and Voluntary Organisations.	Experience of participation in effective partnership working		✓
Working across the Service and with internal and external partners and organisations, ensuring a shared understanding and commitment to quality service delivery.	Comprehensive understanding of local government and partnership working	✓	
Implementing effective means of communication and problem solving, ensuring that all results are analysed and applied to promote and maintain high standards of service delivery.	Project management skills	✓	
	Time management skills	✓	
Providing appropriate advice and support to Team, Senior Management and Functional Lead at both a strategic and operational level.	Broad knowledge of transactional functions	✓	
Where the complaint relates to a Transactions process responding to the Council's corporate complaints procedures and engaging and working with MP's, MSP's and councillors in respect to queries/complaints. Looking to enhance customer care strategies including developing approaches to consult and engage with service users to ensure their aspirations from a Transactions Team is being met.	Experience of customer engagement and customer care	✓	
	Workload awareness	✓	
Keeping the functional lead updated on the volume and nature of process complaints. Where the complaint relates more to the policy than the process, working with the Functional Lead on the response.	Experience of good liaison with functional leads (Work together)	✓	

Role Profile

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Acting as focal point for team with regard to audit and quality control of performance. Discussing of performance with Functional Lead.	Experience of carrying out audits and quality assurance and effective action planning		✓
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:			
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
TRANSACTION TEAM MANAGER – SHARED SERVICE DESK			
Managing and leading the 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	✓	
TRANSACTION TEAM MANAGER – FUNCTIONAL LEAD			
The Transaction Team Manager may also have ‘client’ responsibility for a functional area/s delivered within the Transactional Team. Providing advice to Council on all legislative changes.	Appropriate qualifications as determined by the Head of Function	✓	
Ensuring all statutory and legislative changes are implemented and communicated.			
Leading on the development of strategies and practices which support the Service’s aims and values, all in accordance with appropriate policies and guidance.	In depth understanding and knowledge of effective medium and long term strategies to deliver organisational goals	✓	

E = Essential Criteria D = Desirable Criteria

Role Profile

Developing relevant effective external partnerships, e.g. Bureaus, Admitted Bodies, Trusts, Job Centres and Voluntary Organisations.	Experience of developing effective partnership working		✓
Representing the Service as required on both internal and external working groups, external agencies, e.g. COSLA, LGPS, SPPA, Accounts Payable Forum.	Experience of participation in effective multi agency working		✓

Type of Protecting Vulnerable Groups (PVG) Scheme, Disclosure Check or Non-Police Personnel Vetting (NPPV) required:	
Before appointment is confirmed: You may be required to obtain PVG scheme membership, a Disclosure check, or NPPV at a minimum of Level 2. Please refer to the job advert for the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.