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| Last updated: | 11.02.2022 |

**JOB DESCRIPTION**

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| Post title: | **Payment Services Team Leader** | | |
| Academic Unit/Service: | Professional Services | | |
| Faculty: | Finance | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Payment Services Manager | | |
| Posts responsible for: | 1xL2b and 4xL2a | | |
| Post base: | Mix of Home and Office-based working | | |

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| Job purpose |
| To lead the team responsible for administering the expenses and/or invoices and payment duties for the University, ensuring the service delivered meets customer needs and is compliant with the University’s financial regulations, policies & procedures.  To review and improve existing processes, be able to deliver improvements and upgrades of projects and work packages within a finance environment. |

| Key accountabilities/primary responsibilities | | | % Time | |
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| 1. Processing | **Processing**  To oversee and undertake administrative processes for all payments and processing of documents, ensuring compliance to financial regulations and payment dates are met.  Supervising the work of the payments staff, to ensure work is completed, in an accurate and timely manner. This will ensure all payment deadlines are met as per payment terms set out.  Plan and prioritise own defined work activities responding to manager’s/team/ department requirements.  Ensure issues that may impact the University are reported to the Payment services manager.  To communicate on a regular basis with the team to ensure all processes are completed in the timescales as expected, report to line manager if this is impacted. | 25% | |
|  | **Customer Service and Support**  To support the team in developing their customer service skills, ensuring a consistent customer approach and compliance with regulations.  To advise on escalated queries and take ownership of their resolution, keeping referrals to the Payment Services Manager to a minimum.  Provide advice on how to process any non-standard document/payments received in the Payment Services area.  Be able to explain in detail payment processes including bank transactions and explain the implications of making payments in foreign currencies. This will include the checking, giving advice, dealing with complex queries. | 20% | |
|  | **Investigations**  First point of escalation for queries/complaints that require investigation through to resolution.  Trouble shoot problems created by the system, users and companies, where the strict invoice to purchase order process had not been adhered to. Have a full understanding of the workflow process and queries that arise from the three-way matching process and the online expense claim submission ensuring a consistent compliance with regulations. Review and update data integrity report to ensure documents in system are processed and any anomalies are reviewed. | 20% | |
|  | **Team Leader Responsibilities**  Allocate tasks across the team and ensure compliance to service standards.  To manage regular 1-2-1s and PPDRs for the team.  To organise team meetings and other training events, ensuring all activities run efficiently by co-ordinating diaries, booking venues, and supplying relevant information.  Where necessary, take an active role in training and educating University staff and suppliers on processes and compliance adherence to enable an increase in first time approval rates within the payments section.  Responsible for ensuring year end processes are completed.    To submit a yearly report to HMRC for the payments made to individuals known as Schedule 23. | 20% | |
|  | **Analysis**  Take responsibility for the relevant payment process to supplier/customer. To include reconciling the actual amounts spent, ensuring the balance is either reimbursed or payment is received into the University Bank Account. Correcting any errors in payment that may include foreign exchange amount. Report at regular meetings on any complex issues.  To analyse, manipulate and interpret data, to produce detailed reports and data statistics on team processing volumes, monthly volumes and values of transactions processed.  To undertake detailed analysis to highlight and prioritise issues. | 10% | |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% | |

| Internal and external relationships |
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| Build strong relationships internally within the wider Finance Teams and with internal customers, stakeholders and end users.  External relationships with suppliers and organisations, providing information on payments of invoices and general issues.  Effectively implement changes in working practices as created by the development of new processes using Business world, and to lead the team in these changes. |

| Special Requirements |
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| Understanding of the current generic banking systems and payment methods currently in use.  Ability to take annual leave during the financial year end is limited across the department; year-end is last 2 weeks July and first 2 weeks of August. Deputising for Payment Services Manager in their absence.  To be flexible and be able to adapt to changing priorities between processes and teams within the teams in the payment services area. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience within an accounts payable environment with a high volume of transactions.  Knowledge of the general principles for expenses and benefits **and** ensure these do notbreachHMRC guidelines  Significant experience using a Financial system to process invoices.  Ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.  Ability to make effective use of standard office computer systems including Microsoft Office with ability to learn new applications. | Studying towards a relevant accountancy qualification such as AAT or a relevant NVQ qualification.  Able to apply a comprehensive understanding of relevant University systems such as Business World. | Application  /Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Able to plan and prioritise a range of one’s own, and the team’s, standard and non-standard work activities.  Ability to successfully plan and deliver administrative projects over a period of several months.  Ability to prioritise a busy workload, to multi-task and to work effectively with high volumes of transactions under tight timescales. |  | Application  /Interview |
| Problem solving and initiative | Able to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods. |  | Application  /Interview |
| Management and teamwork | Experience in team supervision.  Able to solicit ideas and opinions to help form specific work plans.  Able to positively influence the way a team works together.  Able to ensure staff are clear about changing work priorities and service expectations.  Ability to effectively allocate to, and check work of staff, coaching/ training and motivating staff as required. |  | Application  /Interview |
| Communicating and influencing | Able to elicit information to identify specific customer needs.  Able to offer proactive advice and guidance.  Ability to deal with sensitive information in a confidential manner.  Able to communicate in an appropriate manner to internal and external customers both verbally and in writing. |  | Application  /Interview |
| Business Improvement | Able to seek out opportunities to significantly improve business processes, based on analysis of existing arrangements and options analysis, in order to make recommendations for improvements. Implementation of agreed recommendations. |  | Application  /Interview |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University: Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my  development |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly |
| I show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others  to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve  positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes and  resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through  to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and  gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to  others |

Appendix 2. Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

Managing People: Manage and support your peoples work productivity, performance, wellbeing and development to maximise their contribution and enable personal growth.

Managing the Student and Customer Experience: Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high-quality experience every time.

Managing Financial Decisions: Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

Managing Compliance: Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

Managing Risk: Identify potential risks, assess probability and impact and take appropriate steps to mitigate the risk or maximise potential benefits.