

**Job Title - Business and Finance Manager**

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**Department:** Health & Community Services  
**Section:** Health & Community Services Finance  
**Reports to:** General Manager – Adult Social Care  
**JE Ref:** HCS1269  
**Grade:** CS10 **JE Date:** 03/01/2024

**Job purpose**

***Give a brief overview of the aim of the job, its level of authority / autonomy, its context in the department and wider organisation and the contribution it makes to the States' strategic goals. It is helpful to construct the sentence in terms of what is done, for what purpose and outcome, and to what audience.***

***It may be helpful to write this last.***

***If this becomes a list of accountabilities or tasks, move them to Job specific outcomes, below.***

Responsible for managing and leading a team within the Health & Community Services Finance Centre, to offer excellent customer service and ensure that the States' income and debt collection, payments and accounting entries are controlled, reconciled, and approved to meet best practice.

Post holders will rotate between posts to ensure that they gain a broader understanding of Finance Manager responsibilities across the Health & Community Services Business & Finance Centre and to aid succession planning.

**Job specific outcomes**

***List the most significant responsibilities / outcomes of the job. Focus on the principal areas of work, what they are required to do and how this requirement contributes towards achieving the job's purpose.***

***List no more than 8-10 specific outcomes, ensuring they cover the main and most important parts of the role.***

***As with the job purpose, the main responsibilities should be concise, clear statements, which show what is done, who it impacts, how and why.***

***Remember to use active and direct language. Talk about the work that the job does, not what the whole team or a manager might do.***

- Expert on financial policies, cost drivers and performance metrics to provide a high-quality financial processing service. Build trusted relationships with departmental teams and provide the 'voice of the customer' back into the Health & Community Services Finance Centre
- Deliver coaching, training, and mentoring to mitigate financial risks identified through completing quality checks on officer processing, offering feedback and escalating any concerns or issues in a timely manner whilst seeking to find resolution.
- Take ownership for team performance ensuring SLAs are consistently met and when necessary, take remedial action to maintain the quality of the services delivered. Perform independent analysis and

interpretation of performance reports indicating if KPIs are met, meeting departmental teams to discuss opportunities to improve accuracy, efficiency, and effectiveness of Health & Community Services finance processes.

- Lead the team customer service standards, applying the service excellence framework in all interactions to create positive experiences for our customers externally, and internally with each other. Complete regular call coaching to identify development needs and improve service delivery.
- Propose and influence methods for continuous improvement, acting as a change lead and subject matter expert on projects and delivering requirements to the systems team for project initiation.
- Work within a framework of financial controls and procedures and take responsibility for the implementation and application of these controls and procedures to minimise the likely incidence of fraud and error. Provide responses to queries from internal and external auditors to ensure the Government receives an unqualified audit report.
- Take responsibility for workflow management identifying which workstreams should take priority and allocating resources. Plan the work of each section to minimise the impact of peak demand, delivering a value for money service that is effective and efficient.
- Investigate complex cases and provide a conclusion in compliance with local and international legislation where relevant understanding the implications of other legislation on decisions. Use investigative techniques to solve queries reviewing legislation to meet or meet corporate priorities and enable better decision making.

### **Statutory responsibilities**

**Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.**

Public Finances Law  
Hospital Charges (Long Stay Patients) (Jersey) Law 1999  
Mental Health Law (2016)  
Capacity and Self-Determination (Jersey) Law 2016 and Code of Practice  
Long Term Care (Jersey) Law 2012  
Long Term Care Residential Care Payment System introduced 2014.  
Social Security Income support (Jersey) Law 2007  
Probate (Jersey) Law 1998 and Probate (General) (Jersey) Rules 1998.

**Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)**

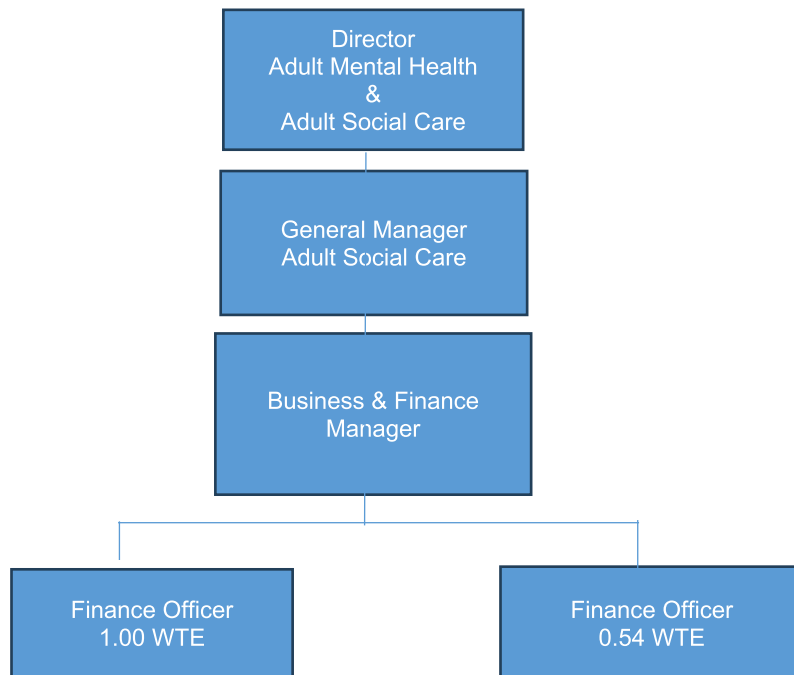
**Organisational structure**

## One Government Departments



### Organisation chart

Insert an organisation chart showing this role and its line managers and reports.



**Person Specification**

**Specific to the role**

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A degree, Certified accountant qualification (e.g., an AAT, CAT) or equivalent experience.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g., the understanding of a defined system, practice, method, or procedure).</i></p>	<p>Understanding of Government of Jersey legislation specifically Public Finances Law Hospital Charges (Long Stay Patients) (Jersey) Law 1999 Mental Health Law (2016) Capacity and Self-Determination (Jersey) Law 2016 and Code of Practice Long Term Care (Jersey) Law 2012 Long Term Care Residential Care Payment System introduced 2014. Social Security Income support (Jersey) Law 2007 Probate (Jersey) Law 1998 and Probate (General) (Jersey) Rules 1998.</p> <p>Best practice of Shared Services functions (Order to Cash, Invoice to Pay, Record to Report, Systems &amp; Pensions)</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Numerical skills and the ability to work accurately with figures whilst under pressure. Strong analytical skills with the ability to investigate complex problems, develop solutions and implement. Ability to proficiently use financial software packages and Microsoft</p>	

	<p>office software, in particular Excel.</p> <p>An ability to problem solve to process work with accuracy and prioritise tasks.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent oral and written communication skills with the ability to adapt the approach dependent on circumstances.</p> <p>High level of customer service including the ability to carry out customer negotiations and demonstrate a level of assertiveness when circumstances dictate to achieve a positive outcome.</p> <p>Ability to work at pace and retain a resilience in the face of pressurised situations.</p> <p>Adaptable and comfortable working with ambiguity.</p> <p>Willingness to make decisions where no precedent or guidance is available.</p> <p>The ability to prioritise and manage workload of self and team.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession, or specialism.</i> <i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of leading, inspiring, and developing teams.</p> <p>Experience of working in a financial transaction processing or customer services environment.</p> <p>Experience of prioritising and managing workflows.</p> <p>Checking/approving the work of others.</p> <p>Experience applying and testing financial controls, departmental policies, and financial procedures.</p>	<p>Experience applying technical knowledge and providing advice on shared Health &amp; Community Services Finance services.</p>

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.