

Manager – Shared Services	
Department	States Treasury and Exchequer
Section	Finance Hub
Reports to	Head of Shared Service Centre
JE Ref	STE1041.1
Grade	CS13
JE Date	23/05/2022
Job purpose	
<p>The Manager – Shared Services will lead multi-disciplinary finance teams to provide high quality customer services and embed the vision of Integrated Finance. Take the strategic lead for investigation, evaluation and project management of changes in response to new technology within the resources available..</p> <p>The post holder will lead their teams in actively developing, implement and maintain end-to end processes within their area of work, driving the accurate and timely processing of the finance functions transactional activity with the Government of Jersey. They have responsibility for ensuring internal service level agreements and performance metrics are in place that support the efficient operation of the finance function are achieved and both internal and external customers objectives are supported.</p>	
Job specific outcomes	
<ol style="list-style-type: none"> 1. Lead their teams in working collaboratively across the Government of Jersey to establish effective Order to Cash (O2C), Invoice to Pay (I2P), Record to Report (R2R), Hub Operations and Pensions administration processes. 2. Delivering the “ambassadorial” aspects of the Finance Hub team supporting their personal development and building relationships with budget holders, requisitioners, pension scheme governing bodies and external advisors. 3. Drive the strategic direction outlined by Ministers, Senior Leadership, and the vision for Finance, prepare the annual Business Plan for the Finance Hub. 4. Drive performance improvement using service measures and performance metrics analysis to monitor the Finance Hubs ongoing performance and working collaboratively to identify corrective measures where performance deviates from expectations to ensure the objectives of the Strategic Plan are met. Present these metrics to the Director of Shared Services to ensure they are briefed ahead of Senior Leadership Team and publication of external measures. 	

4. Lead and implement routine customer reviews to inform continuous improvement in order to achieve service delivery objectives and realise target benefits pooling of best practice in across the various shared services teams.
5. Lead their teams to ensure bank account and suspense account reconciliation processes are in place to support the internal control framework, accurate financial reporting and prompt production of management and financial accounts.
6. Lead the systems team to manage the line of business financial systems, corporate operational banking arrangements, and external providers of financial support services in order to deliver efficient and effective financial transaction processing services to internal and external customers.
7. Establish and deliver a framework for Service Level Agreements (SLA) for the Finance Hub and work with Teams to determine specific detail for each service within the overall framework and report against SLA at Hub and Team level.
8. Recommend and lead teams to implement strategies to influence customer behaviours including campaigns using “nudge” techniques to deliver against digital targets.
9. Propose and influence end-to-end financial processes within departments to maximise automation/self-service and minimise human intervention as well as responsibility for the overall corporate governance frameworks within a designated area of the shared services function.
10. Recommend and implement innovative solutions for income collection and payments across the Government of Jersey to maximise cash flow, collect payment in advance and meet customer expectations.
11. Understand, monitor and report on financial risks resulting from decision making, escalating any concerns or issues in a timely manner whilst seeking to find resolutions for and managing any conflict which may arise to resolution.
12. Act as a coach and conduit to develop financial management understanding and champion training in systems, business cases, reporting, costing, as well as adherence of Jersey Public Finance Law and Financial Directions. Identify individual staff training and development needs as well as develop an annual team business and training plan to achieve optimum outcomes for customers of the Shared Service function.
13. Owns personal and team’s professional development to maintain up to date knowledge of relevant accounting standards, developments and statutory legislation – including but not limited to, Jersey Public Finance Law, Pension Laws, service developments/initiatives and Government policies and procedures to provide strategic insight to departments and pension scheme governing bodies.

Statutory responsibilities

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

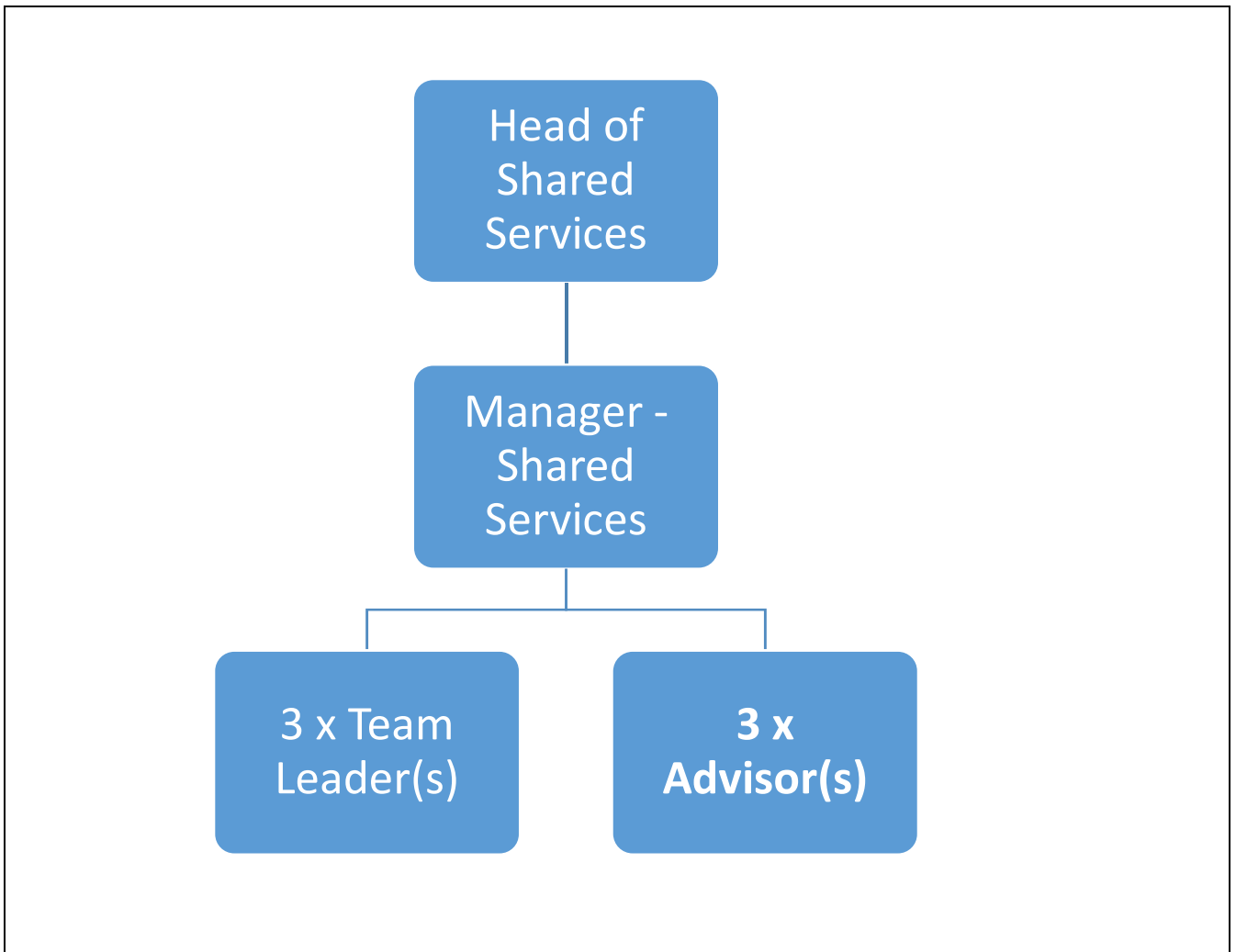
Services

Organisational structure

One Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Degree, Qualified Chartered Accountant (CCAB) or Equivalent Experience at a senior level in financial processing. Level 6 Management qualification	

	<p>Finance Shared Services qualification (MCT – Advanced Diploma with the Association of Corporate Treasurers)</p> <p>Member of a relevant professional organisation (for example Association of the Pension Managers Institute)</p>	
<p>Knowledge</p>	<p>Advanced knowledge of:</p> <ul style="list-style-type: none"> • The role of the Finance Function in leading and driving organisational wide financial stewardship. • The States of Jersey Finance Law, or a comparable organisation, and its strategy, ministerial functions, policy developments, and the ability to apply financial analysis and advice to the above Government of Jersey Public Finance Law, or equivalent and its application to the role. • Knowledge of one or more of R2R, O2C, I2P or Pensions Administration Management • The Policy process and the role of the Finance Hub in policy development, execution and realisation. • The role of Finance in maintaining accurate data and systems as appropriate to the role. • Statutory and management financial 	

	<p>reporting as it relates to the role.</p> <ul style="list-style-type: none"> • Relevant accounting practices, comparable Finance Law and associated Finance Directions • The activity and processes of Government including interaction between politicians and officials • Service Management including the setting up of SLAs, process improvement and service improvement work 	
<p>Technical / Work-based Skills</p>	<p>Numerical skills and the ability to work accurately with figures whilst under pressure and produce management information.</p> <p>Analytical skills. IT skills, with a knowledge of Microsoft office software, in particular Excel with the ability to use formulas, development of spreadsheets, and the ability to analyse and present statistical and performance data.</p>	
<p>General Skills/Attributes <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>Root cause analysis and problem-solving skills</p> <p>Communication and presentation of analysis, process and service improvement proposals and cases for change to peers and more senior audiences</p> <p>Ability to work constructively with service users and service managers and teams to understand and resolve</p>	

	issues and build confidence in the delivery of services	
Experience	<ul style="list-style-type: none"> • Post qualification experience where accounting skills were used • Experience working in a finance role (preferably public sector) • Experience leading, inspiring and developing teams. • Experience applying technical knowledge and providing advice in one or more areas of a shared service function • Experience of training / supervising staff • Experience of setting up and managing Finance Operations • Experience of setting up, managing and optimising shared service models in Finance Operations • Analysis and clear presentation of data to support appropriate financial strategies and policies at a ministerial and corporate level 	

Personal Attributes

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 4 core accountabilities attributes and behaviour indicators.