

Section:	Schools Financial Services
Location:	Aylesford/Hybrid
Grade:	TEP10
Responsible to:	Strategic Financial Trading Manager

Purpose of the Job:

To facilitate the management of a range of flexible traded finance support services for schools, academies, and Multi Academy Trusts (MAT's) which support and ensure sound financial planning, financial integrity and budgetary control.

To manage the Service Delivery Senior Contract Officers and Contracts Staff and deputise for the Strategic Trading Manager as and when required.

To monitor the provision of advice, support, and guidance to all customers.

Collaborate with other SFS Managers to develop new services, expand existing services and to ensure cohesive practices across the service.

As defined by the Finance Operations Manager contribute to the production of Service Delivery traded information and statistics.

Main duties and responsibilities:

1. Effectively manage and develop a team of officers in order to deliver the activities outlined in the Job Purpose, ensuring the principles of General Data Protection Regulations, Customer Care, performance management, Equal Opportunities and Health and Safety are adhered to for all staff. Ensure there is continuous improvement adding value to Schools Financial Services.

2. Contribute towards the achievement of traded income targets, ensuring profitability within traded services with schools and academies, negotiate complex contracts ensuring appropriate staffing levels to deliver consistent traded services.
3. Facilitate and monitor the consistent delivery of service throughout all contracted services, initiating staff training as required. Ensure staff are trained and appropriately supported to deliver contracts. In turn ensuring all traded activities comply with relevant statutory regulations and policies.
4. Facilitate and monitor the assessment of traded work and allocate to Senior Contracts Officers ensuring the most efficient use of resource.
5. Implement and co-ordinate the Quality Assurance programme for Service Delivery, as specified by the Finance Operations Manager, ensuring records are maintained, analysed and reported on, to ensure a consistent, uniform approach to service delivery
6. In liaison with the Finance Operations Manager, Systems and Support Manager and other SFS Managers or CSG partners develop and support new services and packages for both schools and academies that meet customer need and comply with relevant financial regulations, practices and procedures.
7. Facilitate and monitor the liaison between customers and staff ensuring appropriate Service Level Agreements (SLA's) are delivered. Visit customer sites in person to help build strong relationships.
8. To deputise for the Finance Operations Manager as and when required.
9. Support and undertake high risk contracts, including support and guidance to schools and academies on their chosen financial and management accounting package, ensuring the production of both statutory and ad hoc financial returns as well as their timely submittal.
10. Provide advice, support, and guidance to all contracted schools in relevant financial matters, including regular duties on the Helpdesk. Promote Schools Financial Services products to increase income in accordance with the marketing strategy
11. Support the delivery of all business requirements of Schools Financial Services

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Person Specification

Schools Financial Services

Service Delivery Lead Officer TEP10

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Qualifications	Financial qualification and/or proven ability to do the job
Experience	Experience of working in a finance environment (ideally school)
	Experience in implementing policy and procedures
Skills and Abilities	Excellent customer relationship skills
	Ability to line manage staff
	Excellent written and verbal communication skills
	Excellent IT skills
	Excellent organisational and planning skills
	Good research, analytical and interpretive skills
	Good training and developing skills
	Ability to manage own workload and work as part of a team
	Fluent in English
Knowledge	A detailed in depth knowledge of relevant national and local policies, financial controls, and procedures
	Good working knowledge of school finance systems
	Good knowledge of marketing techniques
What we're looking for: <ul style="list-style-type: none"> • Proven experience managing a team and changing workflows • Able to effectively ask questions to understand and assess customer needs and match staff accordingly to service required • Excellent management skills and mindset with hands-on ability to deliver initiatives and lead high-performing teams • Strong understanding of customer service and excellence 	
Company Values and Expectations	

The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients, and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients, and partners.
- **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality, and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.