

Job title:	Transactions Service Manager
Job ref:	HFL1440
Hours:	37 hours per week, 52 weeks per year (part-time hours considered and working weeks negotiable)
Salary band:	Band 5: up to £40,000 FTE (pro rata for part time)
Contract:	Permanent
Reports to:	Maintained Team Lead
Team:	Financial Services
Location:	Currently based in Robertson House, Stevenage. Hybrid working will be available in the future.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

Job context

The Financial Services Team provides a wide range of financial reporting and financial management services to support maintained schools, academies, and free schools primarily in Hertfordshire.

Purpose of the job

The post holder will be responsible for contributing to the delivery of high-quality financial reporting and budget management services to our customers in schools maintained by Hertfordshire County Council. This will be through the leadership and management of our Transactions Service.

Main areas of responsibility

- Evolve and optimise an existing transactions service to provide the highest standard of quality in service to internal and external customers
- To supervise and manage the team of transaction partners, transactions admin and courier.

- Carry out training & mentoring within the team.
- Perform Quality Assurance work.
- Support schools adapting to working with us (may involve visits to settings).
- To lead and drive the transformation of the Transactions Service to be a wholly digital service, with the team working from anywhere in line with company policy.
- Identify and suggest areas for improvement to better serve our customers.
- To be accountable for the performance of the transactions service and driving improvements. Provide colleagues with information on issues and training needs.
- Ensure that workload is managed to meet the deadlines, adapting provision where necessary.
- Deliver a customer focussed service delivery to schools and internal customers.
- To take ownership of stakeholder management as appropriate.
- To grow the service by increasing the number of schools using the Transactions Service.
- To ensure that all activities promote the organisation's values and behaviours.

The post is initially based at our main office in Stevenage. We will be moving the Transactions Service to a work from anywhere policy with 2-3 days per week in the office at Stevenage.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

Person specification

Knowledge and Experience of:

- Strong background in education finance – Desirable
- Being strategic as well as operational - Desirable
- Team leadership and mentoring - Essential
- Customer relationship/management - Essential
- Experience in leading people and change - Essential
- Driving change and transformation within a team. - Essential
- Able to identify challenges and offer up solutions. – Desirable
- Customer Focused - Essential
- People Focused – Essential

Skills and abilities:

- Highly numerate - Desirable
- Strong communication skills - Essential
- Strong Organisation and Time management skills. – Desirable
- Ability to build up a relationship of trust. – Desirable
- Able to work with and motivate a team. - Essential

- Can remain calm under pressure. – Desirable
- Adaptable. – Desirable
- Patient and able to provide clear explanations. – Desirable

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Debbie Williamson on 07580 787225 or via email on deborah.williamson@hertsforlearning.co.uk.

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV along with a cover letter to include responses to the following scenarios:

1. Coming into the office you have a call from one of the team letting you know that they are unable to come in due to illness, what questions would you ask them during the call? Following on from this what would be your next steps?
2. The Transaction Service currently services the majority of settings by collecting documents via a courier. We need to increase the uptake of electronic transfer of documents via OneDrive or use of a Scanner. How would you move this objective forward?
3. You receive the following complaint from a school, what actions would you take? "We are very unhappy with the service provided by the Transaction Service, notice of document collection is often at short notice and we don't know what time the courier will visit (I only work part time). Once processed documents are returned in a state of disarray and some documents have not been returned. We therefore have little faith in the work carried out and are considering alternatives to working with Financial Services."
4. You are receiving a number of concerns from Finance Business Partners that the work carried out by one of the team in the Transactions Service is not to standard. Some of this has come to light during their feedback meetings with schools, so is impacting customer confidence. How would you proceed?
5. If appointed one of your challenges will be to successfully lead the team to work from anywhere. Can you give an example of successfully leading a People transformation project? What was the impact, how did your leadership contribute to the outcome?

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

For recruitment queries, our Central Recruitment Team can also be contacted on the hfl.recruitment email address above.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.

Interviews will be taking place remotely.