# Job Profile Information: Purchase to Pay (P2P) Manager

**This supplementary information for Purchase to Pay (P2P) Manager is for guidance and must be used in conjunction with the Job Capsule for Finance Level 5 Zone 1, Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment**

**Role Purpose:**

* To lead the Purchase to Pay team to ensure the service is best in class and innovative
* Proven track record of leading and implementing change to ensure that the purchase to pay team and embedded costs within services related to purchasing are optimal within the Council
* Work with services and support functions to ensure improved business process design and automation in terms of both time and resources
* Skilled project manager to ensure projects undertaken are successfully delivered
* Write and present business cases to ensure innovation is agreed and actioned

# Example outcomes or objectives that this role will deliver:

* Ability to flexibly manage a critical service for the Council ensuring that valid payments are processed within targets
* Embed change within team, support services and front line services
* Have detailed understanding and knowledge of feeder systems and demonstrable track record of successful integration
* Harness functionality within the financial systems to deliver efficient processes and service for Council’s services and suppliers
* Client e-invoicing service and drive further efficiencies to ensure best in class service
* Identify, assess and solve complex business problems across services, IT, finance and business support
* Empower team to discharge duties, ensuring best in class skills in all packages used and be self-managing and collaborative
* Ensure team work together, set aspirational objectives and ensure team are up to date with workloads and performing within expectations
* Ensure purchasing and payment modules are fit for purpose and data cleansing is up to date to ensure the highest quality of data
* Lead reporting on purchasing and accounts payable to ensure data available to the team and services is appropriate
* Work closely with internal and external customers to ensure payment related issues are satisfactorily resolved
* To work closely with the Finance function with a complete understanding of the accounting entries related to the team’s function and ability to troubleshoot and rectify accounting issues
* Analyse complex financial information and report on and be able to influence work area to senior management
* Excellent communication skills with the ability to explain complex financial information and processes to non-experts
* Demonstrable track record of strong stakeholder management with colleagues across finance, procurement, business support, IT and services
* Ensure that training in payment modules is embedded within services and that professional and other users have the right skill base
* Understanding of procurement and payment legislation including VAT law
* Ensure responses to payments queries is efficient and effective and fit for purpose
* Understand other payment methods (e.g. payment cards, petty cash, treasury payments) in order to offer the right solution for service needs

# People Management Responsibilities:

Lead and manage a team of 12 P2P officers and be responsible for recruitment, induction, performance, development, appraisal, ensuring compliance and understanding of the employee and IT codes of conduct, financial regulations and procedures, Camden ways and business processes.

# Relationships:

Finance and Procurement – continual professional engagement with practitioners to ensure aims of the team are progressed wither operationally or project based.

Heads of Services – as and when required intervene and resolve payment issues and resolve or appropriately redirect to other teams within finance SMT – occasional presentation of reports/ business cases to SMT.

Deputise for Head of Treasury and Financial Transactions when required.

P2P team – constant daily interactions with all team members to positively influence, guide and impact outcomes and team performance and reinforce team working, increase efficiency and ensure team procedures are followed.

Other officers in the Council – daily communication to resolve and troubleshoot payment issues.

Members and Committees – occasional attendance at Committee to represent the work of the team.

Respond to emails and member enquiries appropriately. Internal and External Audit – when required to lead the team’s response to audit requests and requirements for management responses briefing the Head of Treasury and Financial Transactions.

External Organisations – client the e-invoicing contract ensuring the Council gets the best service possible with successful outcomes to issues raised.

Suppliers – daily contact to ensure payment issues are successfully resolved and coach team members to independently resolve these issues without support.

Lead conversations with suppliers to move them from paper based ‘scan and capture’ to e-invoicing and ensure and ensure they submit requests for payment in- line with Council requirements to ensure efficient payment.

# Work Environment:

The role is office based with the expectation you will work collaboratively between the Council’s main offices at 5 Pancras Square, based at Crowndale but also available to attend meetings wherever frontline services are based.

You will be able to homework and work flexibly subject to the demands of the role.

You must be able to work outside of work hours to ensure peaks in demand are met, attend evening meetings occasionally where attendance at Committee is required and attend other Council and contractor offices in order to deliver the strategic objectives of the role.

# Technical Knowledge and Experience:

* Be the Council’s subject matter expert on purchase to pay and accounts payable modules
* Demonstrable experience in project management and successful implementation of projects
* Demonstrable experience of change management and business process redesign
* Experience of successfully scoping and delivering business cases
* Including the highest verbal and written communication skills in order to intervene, mediate, and resolve payment issues. These communication skills are also required to promote and further the aims of the team representing and explaining the work of the team to non-specialists in an accessible way
* Demonstrable advanced skills in applications used by the Council. This not only includes purchasing and accounts payable modules but extends to other finance system applications including the general ledger but also other aligned financial modules (such as Framework I and Northgate). This also includes demonstrable advanced skills in outlook, word and excel.
* Demonstrable ability to communicate effectively with the team and service users to ensure objectives of the team are successfully achieved.
* Demonstrable ability to lead and coach the team to ensure our service offer is optimal. Furthermore demonstrable ability to lead a training culture to ensure services us the purchasing and accounts payable processes efficiently and effectively
* Demonstrable ability to build effective and productive working relationships with colleagues at all levels across the Council and externally
* Demonstrable consistency in dealing with suppliers and service users. Relentless focus on customer service whilst being able to deploy tact and diplomacy to ensure that confrontations are avoided but that Council processes and procedures are followed. Any exceptions to be risk assessed
* Have a clear understanding of the framework of financial control and good practice within statutory and professional requirements. Understanding of the statutory requirements of the Council and local government
* Demonstrable experience of managing staff effectively; taking responsibility for recruitment, performance management and engagement of staff.
* Demonstrable ability to develop regular reporting requirements for Purchase to Pay related information to support decision making and resource planning

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

## The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>