JOB DESCRIPTION

Job Title	Exchequer and System Development Manager
Directorate	Procurement and Finance
Reporting to	Head of Corporate Finance
Grade	7
Evaluation ref:	RP155

Role purpose

The Exchequer and System Development Manager is responsible for leading and managing Somerset Council's Exchequer and Transactional Finance services, ensuring the effective delivery of high-quality, compliant, and customer-focused financial operations. The role provides strategic leadership across key transactional functions, including accounts payable, accounts receivable, income, debt recovery and cash handling, ensuring robust financial governance, adherence to statutory and regulatory requirements, and consistent application of council policies and procedures.

The role also has strategic responsibility for the development, performance and resilience of the council's financial systems and associated services. This includes overseeing system performance and change, coordinating responses to major financial system incidents, and driving continuous improvement through service management, transformation and the adoption of new technologies. Working closely with ICT, external suppliers and a wide range of internal stakeholders, the postholder ensures that financial systems and transactional services are modern, efficient and aligned to the council's Target Operating Model and wider organisational priorities.

Accountabilities

Leadership & Management: Lead and manage the Exchequer and Transactional Finance teams, including Accounts Payable, Accounts Receivable, Debt Recovery, and Cashiers, ensuring high performance and compliance with Council policies.

Strategic Systems Oversight: Own and develop the Council's financial systems (e.g., D365, IMS/e-payments), ensuring alignment with IT strategy, evergreen updates, and integration of emerging technologies such as AI and automation.

Transformation, TOM Integration & Service Management: Lead the development and implementation of service management strategies, policies, and procedures for financial systems in alignment with the Council's transition to a centralised Target Operating Model (TOM). Oversee the integration of additional transactional teams, such as Adults and Children's Services, while monitoring service performance, ensuring continuous improvement, and aligning service delivery with organisational objectives.

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Incident Coordination: Act as the financial systems lead and escalation point for major incidents, coordinating with ICT and external vendors to ensure timely resolution and minimal disruption.

Fraud Prevention & Compliance: Develop and implement strategies to prevent fraud and duplicate payments, working with external partners such as NFI and FISCAL Technologies.

Policy Development & Enforcement: Lead on the creation, maintenance, and enforcement of financial policies including debt recovery, income code of practice, procurement (e.g., no PO no pay), and cash handling.

Debt Management: Oversee the legal debt recovery process, including aged debt analysis, court proceedings, and reporting to committees.

Stakeholder Engagement: Act as a key point of contact for a wide range of internal and external stakeholders, including service areas, schools, and traded service partners. Promote best practice in financial operations, ensure service delivery meets diverse stakeholder needs, and support the development of collaborative, customer-focused relationships across the organisation.

Vendor & Partner Management: Manage relationships with financial systems vendors and service providers, ensuring compliance with contracts, regulations, and service standards.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
• Significant knowledge and experience in transactional finance operations and financial systems management, ideally gained in a complex or large-scale organisation.	x	
• Strong knowledge of financial systems, particularly ERP platforms (e.g., Microsoft D365).	x	
• Knowledge of AI and automation tools in financial systems (e.g., Microsoft Co-Pilot).		x
• Understanding of traded services and school finance operations.		x
• Familiarity with open banking and digital payment strategies.		x
Experience		
• Experience of integrated working with a focus on finance and ICT.	x	
• Experience in service management, including performance monitoring, incident handling, and continuous improvement.	x	

• Experience in policy development, compliance, and audit response.	x	
• Experience in debt recovery processes, including legal proceedings.	x	
• Excellent understanding of public sector finance, governance, and statutory reporting.	x	
• Experience with income management systems and e-payment platforms.		x
• Experience working in a local authority or public sector environment.		x
• Experience conducting service reviews and audits to ensure quality and efficiency.		x
Qualifications / Registrations / Certifications		
• While a professional finance qualification (e.g., CCAB, CIMA, CIPFA) is not essential, equivalent expertise and a strong track record in relevant roles are required.	x	
• Project management qualification (e.g., PRINCE2, Agile).		x
Skills		
• Strong leadership and people management skills, and experience of managing large teams, within a matrix management.	x	
• High level of IT literacy, including data analysis and reporting tools.	x	
• Excellent communication and stakeholder engagement skills.	x	

Working Conditions

Regular travelling and able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport.
This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

- **Work Hours**: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.
- **Location**: The primary work location is County Hall, with opportunities for remote work as per organisational policies.
- **Travel**: Some travel within the local area may be required for meetings, site visits, and community engagement activities.
- **Work Environment**: The role involves working both independently and as part of a team, with access to modern office facilities and resources.
- **Health and Safety**: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

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Working Arrangements
Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Accountabilities
• Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team. • Update and advise Elected Members in respect of operational and policy issues in relation to the Services team or teams. • Lead teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing. • Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas. • Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services. • Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values. • Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment. • Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the service teams. • Ensure that the service places a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses. • Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the service. • Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers. • Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement. • Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise. • Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: July 2025