JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Payments Team Leader</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Department of Finance</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>5</td>
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<td>Accountable to:</td>
<td>Procurement Process Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Payment Assistants x2</td>
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Purpose of the Post

It is the post holder's responsibility to manage the college's payment processes and provide leadership of the Payments Team. It is also the responsibility of the post holder to optimise the efficiency of the payments function by identifying and implementing opportunities for greater efficiency.

The post holder will be the escalation point for all accounts payable queries and ensuring prompt, accurate and timely payment of suppliers and other payments.

The post holder will be required to manage a variety of Accounts Payable duties to ensure the smooth running of the Accounts Payable function. The role is varied and includes the processing of supplier invoices & staff expenses, payments to suppliers & staff and reconciliation of supplier statements.

Key Tasks

- Manage the Payments Team and take responsibility for timely and accurate processing of invoices and credit notes from suppliers and payment claims received from internal and external are processed in a professional manner ensuring compliance and payment dates are met.

- Ensure that the Payments Team have clear objectives and are well motivated at all times.

- Manage the appropriate delegation of tasks and supplier accounts to members of the Payments Team ensuring that relevant standards of performance and payment terms are maintained.

- Manage all external and internal communications addressed to the Payments Team ensuring all enquiries are dealt with in a timely manner.
- Produce payment performance reports to monitor key performance indicators, to comply with statutory reporting requirements; or any other payment related reports as requested by the Procurement Process Manager.

- Develop and maintain effective and structured working relationships with the Finance Department to support improved communication and working practices between the teams.

- Manage the team to ensure Year End procedures are adhered to and comply with strict cut off deadlines for invoice registration. Proactively communicate accordingly with internal staff and the team.

- Embed a customer focussed approach across the Payments team to ensure that suppliers, staff, and students are given the best possible support.

- Monitoring the progress of transactions through workflows and resolve issues.

- Manage the weekly BACS payment run.

- Monitor advances and reconcile to expense claims.

- Periodic reconciliation of supplier accounts to supplier statements – in order to ensure the accuracy of payables data.

- Be the escalation point for any issues with online staff expense and (non-online) expense claims.

- Ensure credit balances are reviewed and refunds are requested from suppliers in a timely manner.

- Provide cover for tasks performed by members of the team as and when required.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to:

- Liaise with all levels of staff including senior managers when required to process expense claims and efficient processing of supplier invoices
- External relationships with suppliers and organisations, providing information on payments of invoices and general issues.
- Liaise with the students to ensure timely expense payments