



JOB DESCRIPTION

Job Title:	P2P Payments Manager
Department / Unit:	Finance
Job type	Professional Services
Grade:	6
Accountable to:	Head of Procurement & Finance Business Systems
Accountable for:	Payment Assistants x2
Purpose of the Post	
<p>The post holder will manage the Accounts Payable team, working closely with colleagues in Finance as well as the wider university and external stakeholders to provide a high quality (non-payroll) payments service to staff, students, suppliers and other external bodies. The AP ledger balance responsibility including reconciliations forms part of this role, along with supporting internal and external audit as required.</p> <p>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.</p> <p>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.</p> <p>This post holder will also play a critical role in fraud prevention for the university.</p>	
Key Tasks	
<ul style="list-style-type: none"> • Responsible for the day to day management of the accounts payable team with direct line management of 2 staff in Payments Assistants. 	
<ul style="list-style-type: none"> • Ensure the Accounts Payable ledger is operated accurately, efficiently and to agreed timescales, including adequate checks to ensure that the correct payments are made to the correct suppliers. 	
<ul style="list-style-type: none"> • Ensure that the Payments Team have clear objectives and are well motivated at all times. 	
<ul style="list-style-type: none"> • 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. 	
<ul style="list-style-type: none"> • Manage all external and internal communications addressed to the Payments Team ensuring all enquiries are dealt with in a timely manner. 	

<ul style="list-style-type: none"> • Ensure the university's purchase card provision is managed in line with the relevant policies and the financial regulations.
<ul style="list-style-type: none"> • Produce payment performance reports to monitor key performance indicators, to comply with statutory reporting requirements; or any other payment related reports.
<ul style="list-style-type: none"> • Develop and maintain effective and structured working relationships with the Finance Department to support improved communication and working practices between the teams.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Embed a customer focussed approach across the Payments team to ensure that suppliers, staff, and students are given the best possible support.
<ul style="list-style-type: none"> • Monitoring the progress of transactions through workflows and resolve issues.
<ul style="list-style-type: none"> • Ensure due diligence is undertaken on new and existing supplier records.
<ul style="list-style-type: none"> • To be proactive in reviewing and making suggestions to improve processes and procedures in relation to accounting systems, fraud reduction, reconciliation processes and procedures in accordance with accounting policies, financial regulations and best practice
<ul style="list-style-type: none"> • Be the escalation point for any issues with online staff expense and (non-online) expense claims.
<ul style="list-style-type: none"> • Ensure credit balances are reviewed and refunds are requested from suppliers in a timely manner.
<ul style="list-style-type: none"> • Provide cover for tasks performed by members of the team as and when required
<p>Other Duties</p>
<p>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.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
<p>Internal and external relationships</p>
<p>The following list is not exhaustive but the post holder will be required to:</p> <ul style="list-style-type: none"> • 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