



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Finance Support Manager
Service	Finance
Team	Finance Support
Location	Hybrid
Reports to	Head of Commercialisation & Finance Support
Responsible for	Finance Support - Team Leaders
Grade	10
Contract Type	12 months FTC - Full time
Hours	Full Time

Main Accountabilities	
1.	<ul style="list-style-type: none">Ensuring customer cases are processed and resolved efficiently, effectively, and consistently by identifying customer needs and promoting the sharing of best practices.
2.	<ul style="list-style-type: none">Encouraging and implementing innovative methods for accessing support services, with a strong focus on achieving high resolution rates at the first point of contact
3.	<ul style="list-style-type: none">Allocating resources strategically to support the effective delivery of relationship and finance support functions.
4.	<ul style="list-style-type: none">Gaining a clear understanding of customer needs to deliver a coordinated support function to operational teams and services across the organisation.
5.	<ul style="list-style-type: none">Leading and actively contributing to commercial and finance projects.
6.	<ul style="list-style-type: none">Working with the Head of Commercialisation & Finance Support to provide strategic direction based on in-depth knowledge of business areas, to enhance service delivery and drive continuous improvement.





7.	<ul style="list-style-type: none"> Interpreting and applying policies at a local level to meet specific needs, while providing feedback to inform and shape broader policy development.
8.	<ul style="list-style-type: none"> Working with the Head of Commercialisation & Finance support ensure robust performance management to review systems to drive continuous improvement in service delivery and enhance customer outcomes through team development.
9.	<ul style="list-style-type: none"> Collaborate with managers across the organisation to oversee and evaluate performance, aligning service delivery and financial planning with the objectives set out in the Council Plan.
10.	<ul style="list-style-type: none"> Support the ongoing development of staff through targeted upskilling and coaching to maximise team effectiveness and impact.
11.	<p>To support the Head of Service to effectively lead the Finance Support team providing support to staff and the wider organisation where appropriate, including ensuring:</p> <ul style="list-style-type: none"> Deadlines are effectively management, prioritised and met Adequate staff cover to ensure maintenance of an effective finance support service both within the team and across the service where appropriate. Ensure strategic aims, objectives and priorities for the organisation are met. Performance is maintained, managed and reported Service improvement, change management and process developments are implemented.

Person Specification	Essential	Desirable
Education/Qualifications	<p>Degree or equivalent (or appropriate experience)</p> <p>Evidence of continuous personal and professional development</p>	<p>Finance experience in public and private sectors</p>
Experience	<p>Experience of leading an operational service, including people and performance.</p> <p>Experience of leading projects to achieve strategic goals and service improvements.</p> <p>Experience of successfully resolving complex cases that require an element of judgement.</p> <p>Experience of identifying, developing and delivering opportunities for improving the service.</p>	<p>Experience of developing and implementing policies and strategies</p> <p>Experience of managing a customer focused team.</p>





	<p>Experience of championing ideas and obtaining commitment to allow them to be implemented.</p> <p>Experience of successfully delivering change management, particularly in relation to process improvement.</p> <p>Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential</p>	
<p>Skills/Knowledge</p>	<p>Excellent organisation skills and understanding of the consequences if something does not get done on time.</p> <p>Previous experience of providing information and advice to the public and / or customers</p> <p>Excellent communication skills</p> <p>Excellent teamwork skills</p> <p>Adaptable (ability to work flexibly)</p> <p>Ability to work under pressure and to tight deadlines</p> <p>Commercial mindset and ability to develop business cases.</p>	<p>Conflict Management & Negotiation Skills</p> <p>Understanding of how technology can bring efficiency through automation.</p>
<p>Behaviours/Attributes</p>	<p>Demonstrates strong leadership, motivating and developing the finance support team to achieve high engagement and performance.</p> <p>Acts as a role model, setting high standards for professionalism and integrity.</p> <p>Provides clear direction, coaching, and constructive feedback to team leaders and officers.</p> <p>Proactively seeks opportunities to improve service delivery and drive transformation.</p> <p>Uses technical expertise and up-to-date knowledge to inform decision-making.</p> <p>Builds effective relationships with stakeholders at all levels, including senior leadership and external partners.</p> <p>Communicates clearly and persuasively, adapting style to different audiences.</p>	<p>Champions innovation and encourages the adoption of new ways of working.</p> <p>Facilitates and manages communication and planning across services, ensuring alignment and engagement.</p> <p>Promotes best practice and knowledge sharing within and beyond the team.</p> <p>Commercially minded, able to develop business cases and support strategic financial planning.</p> <p>Experience supporting strategic initiatives and working collaboratively with senior leaders.</p> <p>Committed to continuous personal and professional development.</p> <p>Experience delivering change management, particularly in process improvement.</p> <p>Ability to motivate and engage others through periods of change.</p>





	<p>Maintains confidentiality and handles sensitive information discreetly.</p> <p>Demonstrates resilience and adaptability in a dynamic environment, especially during periods of change.</p> <p>Takes personal responsibility for delivering results and meeting deadlines.</p> <p>Upholds the council's values, competency framework, and code of conduct.</p> <p>High attention to detail and accuracy.</p> <p>Solution-focused and able to resolve complex issues requiring judgement.</p>	
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Purpose Details	
Service Purpose	This role sits in the Resources & Assets Service.
Role Purpose	The role is responsible for working with the Head of Commercialisation & Finance Support to manage the Finance Support function and team leaders to ensure a responsive support service to internal WBC customers. To support the wider finance service to deliver the council plan and financial outcomes for residents, customers and clients.

Supervision and Relationships	
Supervision Received	Guidance and supervision provided from Head of Commercialisation & Finance Support
Supervision Given	Guidance and support given to the Finance Support team
Contacts	Senior Wokingham Borough Council Staff / CLT / Councillors - Where appropriate Expected to work across the broader regional/national community with an interest in finance support and processes within the public sector.

Resources/Budget Management
<p>Responsible for team members across the Finance Support teams, including their well-being.</p> <p>Responsible for the budget management of the Finance Support budget c£1m</p>





Special Requirements

Ability to travel to a variety of locations in borough, politically restricted post.

Occupational Health Risk Assessment

Details

Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	Y - Hybrid working
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role

Details

Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Office environment - Hybrid environment

Role Involvement

Details





Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)		Details
DBS Requirement		None
Eligibility Tool		Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
As required

Evaluation Declaration	
Date of Evaluation:	<DD/MM/YYYY>
Evaluated by:	<Name, job title>

