



Role Title	DSG Payments Manager
Job Family	Education Operations and Performance
Competency Level	Principal Officer/Manager
Pay Scale	PO8
Purpose	
<p>To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements.</p> <p>To deliver the above requirements in relation to:</p> <ul style="list-style-type: none"> • Meeting the Councils statutory duty to develop and implement a transparent formula to fund and make payments to all providers who deliver the Governments free early education and childcare scheme in line with the DfE's and Education and Skills Funding Agencies Early Years requirements. • Meeting the Councils statutory duty to develop and implement financial procedures in order to make payments to Ofsted/DfE registered settings, commissioned providers and individuals from the High Needs Block (HNB) of the Dedicated Schools Grant (DSG) in line with the DfE's and Education and Skills Funding Agencies requirements. • Developing and arranging the delivery of a range of support, advice and training to Ofsted/DfE registered settings, commissioned providers and individuals in order for them to understand and comply with financial procedures in relation to the Early Years Block (EYB) and High Needs Block (HNB) of the Dedicated Schools Grant (DSG). • Developing and delivering arrangements for the delivery of financial trading services delivered by the education service • Monitoring compliance with statutory and financial requirements and taking appropriate action where non-compliance issues are identified. <p>Supporting the Head of Education Operations & Payments, deputising when required.</p>	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p>



	<p>Service delivers excellent customer service.</p>
<p>Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.</p>	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.</p> <p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p> <p>Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including, equipment, people, and systems are utilised optimally and efficiently.</p> <p>Budgets are planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy</p>



	compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
Work in partnership with the Head of Head of Operations and Payments to contribute to the development of strategic plans, policies and procedures in relation to the Operations and Payments	Strategic plans developed which focus on the long-term vision and overall direction of the Education Service, which align with the Councils goals and statutory requirements.
Develop a strategy for the DSG Payments service, implement long and short term service plans and contribute to the development of policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements in relation to Early Years Block(EYB) and High Needs Block (HNB) Dedicated Schools (DSG) Block formula and payment requirements.	Strategy, long and short term service plans and policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements
Lead on development and implementation of a range of information advice and training to Ofsted/DfE registered settings, commissioned providers and individuals that is of a high quality, intelligence led and evidence-based to ensure that they	Ofsted/DfE registered settings, commissioned providers and individuals: <ul style="list-style-type: none"> • have access to support, advice and training as well as development opportunities that lead to strong financial arrangements, financial sustainability and quality service delivery.



<p>are aware of and meet their statutory requirements in relation to EY DSG and HNB DSG payments.</p> <p>Lead on the monitoring and evaluation processes that will measure the impact of information advice and training provided, which in turn informs service planning and strategic vision.</p>	<ul style="list-style-type: none"> • meet their legal, statutory, contractual and financial requirements. • receive a core offer of information, advice and training • Are empowered to understand and comply with financial requirements which result in a reduction in requests for one to one support <p>Expert advice, information and support are provided on the full range of issues within the field of expertise. Service and skills gaps are identified and interventions to address the gap are developed and delivered</p>
<p>Lead on the production and implementation of financial guidance document for early years providers with regards to the claiming and use of FEEE/EYFF monies in line with statutory and LBWF requirements</p>	<p>A financial guidance document is provided for early years providers with regards to the claiming and use of FEEE/EYFF monies in line with statutory and LBWF requirements.</p>
<p>Implement policies and procedures for making EYB and HNB DSG payments to Ofsted/DfE Registered settings, commissioned providers and individuals</p>	<p>Accurate and timely payments are made to providers in line with DFE/EFA statutory requirements.</p> <p>A quality assurance/audit process is in place to ensure accuracy and robustness of the payments process.</p>
<p>Lead on EYB and HNB DSG funding consultations</p>	<p>An EYB and HNB DSG report is produced and agreed by Schools Forum in line with statutory timelines/guidance</p>
<p>Collate and analyse a range of information in order to produce and present a range of accurate performance and financial reports in relation to area of responsibility in partnership with internal and external partners as appropriate for relevant statutory returns as well as Schools Forum, Scrutiny, Cabinet reports and other meetings and boards as required</p>	<p>Statutory requirements are met.</p> <p>High quality accurate returns are submitted to the DfE/EFSA which accurately reflect the Waltham Forest picture and maximise income</p> <p>expert advice, guidance and support on complex issues is provided to Senior Managers, Members and others on issues relevant to the service area</p> <p>High quality service information and performance data is produced which accurately reflects the Waltham Forest picture which is used to inform Education</p> <p>Service planning as well as services planning for internal and external stakeholders</p>
<p>Co-ordinate timely and appropriate</p>	<p>Queries / complaints are effectively managed.</p>



<p>responses to complaints, FOI's, SAR's, MP and Cllr enquiries in relation to area or responsibility in line with service procedures</p>	<p>Appropriate action is taken to resolve the issue. Customers /stakeholders are satisfied</p>
<p>Co-ordinate quality assurance responses to politically sensitive and/or complex complaints or requests for information for area of responsibility</p>	<p>High quality accurate and timely responses to requests from senior leaders within the Council, MP's Councillors, Senior Leaders within schools and other stakeholder organisations and members of the public are provided</p>
<p>Lead on delivery of policies and procedures to collate evaluation and performance management information that will measure the outcomes and impact of area of responsibility , which in turn informs the wider Education service planning and strategic vision.</p>	<p>The level of customers /stakeholders satisfaction is monitored and appropriate actions taken to address concerns.</p> <p>There are strong links, partnerships and collaborative working arrangements</p> <p>Service planning and strategic vision is evidence based</p>
<p>Lead on delivery of policies and procedures in order to ensure effective quality assurance mechanisms and systems are in place.</p>	<p>Policies, procedures and controls ensure that the service is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.</p> <p>Ensure working practices and processes are developed that maximise efficient and effective delivery of services.</p>
<p>Ensure services commissioned from internal services and/or external providers are in line with strategic, service and statutory requirements and achieve best value</p>	<p>Procurement/engagement processes are in line with Council policies and procedures Clear Scope/specification Clear/SMART KPI's, outcomes and impact requirements Arrangements in place to deal with under performance/non compliance</p>
<p>To keep up to date with legislation, policy and changing environment/population behaviour.</p> <p>Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders in relation to area of responsibility</p>	<p>High quality accurate and timely communication provided to Heads of Service and and senior representatives from external organisations other stakeholder organisations and members of the public</p> <p>Provide expert advice, guidance and support on changes necessary due to legislation, policy or guidance changes.</p> <p>Provide advice and guidance to Senior leaders regarding implications of changes.</p> <p>Be aware of how changing demographic impacts on strategic and service plans and provide evaluation and advise accordingly</p>



Lead on the progression of the Digital by Default agenda and identify areas where ICT can be used more effectively to improve service delivery and provide required outcomes	<p>A range of efficient digital processes identified and implemented.</p> <p>A digital claim and payment system developed and implemented</p>
Lead on delivery of policies and procedures in order to ensure that service is delivered in line with the Council's and statutory equality, diversity and inclusion requirements	Service is delivered in line with the Council's and statutory equality, diversity and inclusion requirements
Publish, record and retain information in line with General Data protection Regulations (GDPR), equality and disability requirements	Information is published, recorded and retained in line with General Data protection Regulations (GDPR), equality and disability requirements
<i>Nature of Contacts</i>	
<p>Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.</p> <p>Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.</p> <p>High levels of tact, sensitivity and diplomacy is required.</p>	
<i>Procedural Context</i>	
<p>Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.</p> <p>Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.</p> <p>Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment. .</p> <p>Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.</p> <p>Occasionally the post will be expected to work from other locations.</p> <p>Post holder will oversee operational decisions.</p>	



Post holder will normally report into Head of Service.

Key Facts and Figures

Delegated responsibility for project budgets.
Monitoring and controlling major financial transactions /information.
Effectively control significant budgets / resources.
Manage teams of staff.

Resourcing

Budget Responsibilities: Responsible for quality assuring EYB and HNB revenue payments of approx. £100 million per annum & deliver service within allocated service budget

Supervisory Responsibilities: Up to 5 staff

Knowledge, Skills and Experience

- Experience of successfully undertaking a leadership/management role which lead on delivering a Council's statutory requirements relating to developing and implementing a transparent formula to fund and make payments to all providers who deliver the Governments free early education and childcare scheme.
- Experience of successfully undertaking a leadership/management role which lead on delivering a Council's statutory requirements relating to develop and implement financial procedures in order to make payments to Ofsted/DfE registered settings, commissioned providers and individuals from the High Needs Block (HNB) of the Dedicated Schools Grant (DSG)
- Experience of develop and deliver arrangements for the delivery of financial trading services
- Experience of monitoring compliance with statutory and financial requirements and taking appropriate action where non-compliance issues are identified
- Experience of developing and implementing financial ICT systems/databases
- Significant experience in developing and implementing strategic plans and evaluating their impact, seeking continuous improvement and associated challenges
- Knowledge of project and performance management and a track record of delivering projects using data informed decision making.
- Experience of translating organisational vision into department/team priorities and service plans
- Ability to demonstrate effective involvement of stakeholders in service development and delivery, harnessing the benefits of partnership working by persuading, convincing and negotiating.
- Experience of monitoring service performance against national service, council performance targets and other service providers
- Experience of using complex, multi-source data to identify areas for improvement and gain efficiencies
- Experience of identifying innovative solutions that transform the flexibility, responsiveness and quality of the service
- Experience of commissioning and contract monitoring services



- Experience of using digital opportunities to identify areas where ICT could be used more effectively to improve service delivery and provide required outcomes
- Strong analytical skills and ability to interpret and utilise data and experience of collation and analysis of complex information in order to produce accurate information, performance and financial data and reports at a high level.
- Awareness of local, regional, and national educational issues and legislation, including wider local government issues and the political context in which it operates.
- Experience of using an understanding of political agenda to create effective solutions and drive improvements
- Effective ICT skills
- Experience of Synergy/Access, Oracle or similar large financial ICT system.

Indicative qualifications

Educated to degree level or equivalent standard

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.