

Role Title	Senior Payments Officer EYB-HNB
Job Family	Education Operations and Performance
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO2
Purpose To develop and deliver specialist finance and payments support/advice. To ensure relevant legislation, regulations and policies are complied with in relation to: • Meeting the Councils statutory duty to develop and implement a transparent formula in relation to providers who deliver the Governments free early education and childcare scheme, and make payments to all providers 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 arrangements to Ofsted/DfE registered settings, commissioned providers and individuals from the High Needs Block (HNB) of the Dedicated Schools Grant (DSG) and make payments 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. Supporting the DSG Payments Manager. Working collaboratively with colleagues and external partners to empower them to meet (EYB) and High Needs Block (HNB) financial requirements.	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified.

	Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and center of excellence.
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.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved.

	Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
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.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

Job-specific Accountabilities	End Results/Outcomes
Develop and deliver a range of specialist 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 are aware of and meet their statutory requirements in relation to EY DSG and HNB DSG payments. Develop and deliver monitoring and evaluation processes that will measure the impact of information advice and training provided, which in turn informs service planning and strategic vision.	Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information Ofsted/DfE registered settings, commissioned providers and individuals: • have access to support, advice and training as well as development opportunities that lead to strong financial arrangements, financial sustainability and quality service delivery. • 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 Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers /stakeholders are satisfied. Service and skills gaps are identified and interventions to address the gap are developed and delivered
Develop and implement a financial guidance document for early years providers with regards to the claiming and use of FEEE/EYFF monies in line	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.

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Develop and implement policies and procedures for making accurate and timely EYB and HNB DSG payments to Ofsted/DfE Registered settings, commissioned providers and individuals	Policies and procedures are in line with LA, audit and DfE requirements Accurate and timely payments are made to providers in line with DfE/EFA statutory requirements. A quality assurance/audit process is in place to ensure accuracy and robustness of the payments process.
Collate and analyse a range of information in order to produce accurate financial data and information in relation to the EYB and HNB DSG in partnership with internal and external partners	Accurate financial data and information in relation to the EYB and HNB DSG is produced in partnership with internal and external partners High quality Information is produced for relevant statutory returns as well as Schools Forum, Scrutiny and Cabinet reports
Development and implement a quality assurance/due diligence process regarding financial requirements for providers who wish to be commissioned by the LA to deliver services funded by the EYB and HNB of the DSG, as well as a process for intervention/cessation of contract where the contractual requirements are not being met.	Appropriate services are commissioned and deliver the required outputs and outcomes. Contracts are effectively monitored and provide evidence of continuous improvement. Quality of provision is improved Contracts are awarded in line with LA procurement procedures and EYB and HNB DSG Financial policies and procedures and also in line with value for money principles. Intervention/cessation process is developed and implemented. Non-compliance as well as poor quality and/or unsafe provision is addressed in line with statutory guidance
Develop and implement EYB and HNB DSG funding consultations and assist with providing information for schools forum reports	Accurate and timely information is provided for inclusion in EYB and HNB DSG reports
Develop and implement policies and procedures in relation to financial traded services delivered by the education service	Policies and procedures are in place in relation to financial traded services. Financially traded services operate on a break even or profit making basis.

Contribute to 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	A range of efficient digital processes identified and implemented. A digital claim and payment system developed and implemented
Contribute to the development of service plans to meet strategic business goals. Ensure compliance with internal / external standards.	Service plans and targets for area of responsibility are developed based on the Council's overall strategic directives and agreed and communicated within required timeframe.
Manage risk within area of responsibility. Ensure all stakeholders are aware of and comply with relevant regulations and procedures.	Potential risk is identified and mitigation is planned. Resource Register and Issue Logs are maintained.
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

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding
May involve direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Reports to the DSG payments Manager

Resourcing

Payments, monitoring and reconciling major financial transactions /information- circa £50m
Manage up to 2 members of staff.

Enhanced DBS Clearance.

Knowledge, Skills and Experience

- Good knowledge and understanding of EYB and HNB DSG financial requirements, systems, policy, practices, procedures, and legislation.
- Experience of effectively managing high volume/complex payments and ensuring the delivery of services within agreed resources
- A good understanding of the issues that can affect Ofsted/DfE registered settings, commissioned providers and individuals in relation to EYB and HNB DSG payments and how best to address them Significant experience of working with and forming positive, trusting relationships with Ofsted/DfE registered settings, commissioned providers and individuals.
- Experience of producing and presenting high level financial information with proven ability to explain technical / specialist information in a way which a non-specialist can understand.
- Experience of interpreting and analysing accounting regulations and codes of practice.
- Experience of using initiative, knowledge and expertise which result in service improvements
- Experience of leading and sustaining partnerships both internally and externally.
- Excellent customer service skills, with experience of resolving escalated / complex customer queries.
- Excellent interpersonal, communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences.
- Self-motivated, and able to demonstrate initiative and commitment.
- Experience of developing team members by effectively delegating tasks and projects
- Experience of translating strategic vision into practical achievable plans
- Experience of defining service delivery expectations and setting clear expectations for the team
- Experience of harnessing the strengths of the team to positive advantage
- Experience of effectively managing projects/programmes of work including change projects and grant funded initiatives
- Experience of using data and information to benchmark good/best performance and practice to assess performance of team/service
- Experience of developing policies and procedures to improve service outcomes/impact
- Experience of producing a range of advice, information, data and statistical analysis, reports and presentations to internal and external Managers
- IT skills, including Microsoft Office suite, and skilled in the use of a computerised general ledger system, including experience of developing systems to achieve desired business outcomes.
- Experience in use of large complex management and client information systems and particularly Oracle.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area
Evidence of Continuous Professional Development

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 which 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.