

Payment Systems Manager – Grade 12

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

You will be responsible for leading and management of a team to provide effective payment system management, and support services including control of the multi-channel payment system, enhancement, monitoring and review of processes, reconciliation and banking systems and compliance with payment card standards. You will also provide support, advice, and deliver on identified projects within the Welfare and Exchequer Service and the Council.

The role is generally office based and you will be required to use a PC and a range of IT packages. The Council is committed to change and focuses on projects that support the vision to enable customers to do more for themselves and each other and also changes to service delivery that make the processes more efficient and cost effective.

This role is based within Welfare and Exchequer Service. [Click here to find out more](#) ●

The Job

Reporting to a Welfare and Exchequer Senior Manager you will lead the implementation of initiatives and projects linked to payment systems, compliance, banking and reconciliation cutting across the Council.

Management and administration of the Councils multi-payment system, including set up and control of new payment funds, user access and testing of system changes or enhancements.

Responsible for management of a small team and for all staff related issues and applying the appropriate policies and procedures.

In conjunction with IT and Finance colleagues, review, develop and implement guidance manuals, policies and procedures that govern payment(s) reconciliation, and end of day process and regulatory compliance.

Review and monitor the “Payment Card Industry Data Security Standard” (PCIDSS) compliance, including, annual accreditation, staff training, device tracking and control of risk.

Promotion of payment at the point of order, and the most cost effective payment methods, along with regular updates to management on unit costing and analysis of risks and compliance at regular intervals.

Maintain Service level Agreements/contracts with other organisations.

Resolve discrepancies and queries across all payment channels including management and control of suspense and payment exceptions.

With a flexible working approach, you will attend meetings, co-ordinate sub groups, collect data/information and contribute to projects and the efficient and effective running of the team.

Job Checklist

- Ensures compliance with relevant standards , policies and procedures
- Ensure accurate and up to date records are maintained
- Ensure processes are in place to identify changes to systems or service delivery and initiate the change(s) as the opportunity arises.
- Ensure good communication lines are used and delivered throughout the project lifespan.
- Prepare and analyse the impact of changes , provide information to determine the risks and options
- Keep upto date with best practice, new developments, legislation, money laundering guidance and PCIDSS compliance standards that affect the system(s) and the role
- Ensure Council policies applicable to staff on attendance, appraisals, leave and terms and conditions are managed effectively. Where necessary take appropriate action
- Work to strict deadlines and provide timely management information
- Deal with a variety of customers professionally demonstrating good interpersonal skills.
- [Please click here to see your responsibilities related to safeguarding](#) ●

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A flexible approach, and actively contribute to improving and shaping the service through change and driving the service forward in the future.

Enthusiastic and positive to drive changes in systems, working procedures/processes to ensure the service is delivering an effective service in the most efficient way.

The ability to work on your own and as part of a team.

Good interpersonal and communication skills to be able to build and maintain good relationships with colleagues across the service/council and other organisations .

An understanding of the service plan and understanding of how this fits in with the Council's vision.

An understanding of the financial implications in meeting project deadlines when delivering service change.

Contribute to outcomes/targets required to drive and improve the service going forward.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

[Click here to find out more.](#)

Person Checklist

A positive, professional approach, and is open to change and is able to adapt as the service moves forward

A high level of written communication skills to be able to produce reports and provide updates, handle complaints, and provide/present statistical information.

Processes excellent knowledge of the payment systems, reconciliation, and banking process

Substantial IT knowledge and skills including use of databases, excel, reporting software, email, internet and MS word processing

Understanding of payment card compliance and accreditation requirements

Understanding of legislation, policies, procedures and good practice.

Have a proactive approach to problem solving together with the ability to analyse, determine and prioritise key projects or actions to minimize risk and deliver change.

Experience to organize own/team workloads to ensure effective time management meeting deadlines and targets

Experience of managing a team and motivating staff to achieve and maintain high levels of performance.

Understanding of data protection and confidentiality of personal data.

Flexible in working patterns when required to deliver service and timely outcomes.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate an understanding of Council Tax, Business Rates, and Benefit Overpayments in an interview or by way of assessment test.