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| **Job Description**  |
| **Job title** | **Finance Operations Manager**  |
| **Salary** | £35,000 plus benefits (this is the full time rate) |
| **Main purpose of the role** | * The Finance Operations Manager leads the transactional finance team members (personal lines)
* Responsibility for all matters relating to client money transactions including reporting across the business (personal lines)
* To ensure the highest levels of support for the business, the Lifesure Directors and our partners
* The role has direct line management responsibility for 4 Finance Administrators
* Key purpose is to ensure that the personal lines finance team carry out their work in accordance with the FCA Client Asset Sourcebook and our internal policies and procedures to support the day-to-day operations
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| **Department** | Finance – personal lines |
| **Working hours** | Potentially a part time (e.g. 26 hours per week over 5 days) or full time position (37.5 hours per week). There is some flexibility with both the number of hours and the structure of a week. |
| **Direct reports** | 4 Finance Administrators |
| **Key responsibilities and deliverables** | **Across all areas of your role:*** Develop and manage relationships with key stakeholders as required to fulfil your role e.g. internal (senior managers, the Board, sales, admin) and external (suppliers, partners)
* Support the Financial Controller in providing a low risk financial environment for the business to operate within
* Work closely with the Financial Controller to ensure that the personal lines finance team adds value across the business and assists the Lifesure Board with reporting and implementing strategy
* Ensure that you and the personal lines finance team operate within the Lifesure published policies and procedures

**Team management and effectiveness:*** Leading, coaching and developing the Finance Administrators (personal lines)
* Ensuring each team member understands and puts our financial controls and policies at the heart of everything they do
* Working with the Financial Controller to ensure that each member of the personal lines finance team knows exactly what is expected of them (targets and behaviour)
* Reviewing how the team operates and identifying how the team members can operate in a more efficient and effective manager
* Agreeing personal objectives with team members carrying out additional responsibilities/project work
* Holding monthly 121s with team members, quarterly formal performance reviews and annual appraisals to support team members’ growth and development as well as high quality outputs
* Participating in quarterly leveling of team members in conjunction with the Financial Controller for bonus/recognition
* Providing training and support to the Finance Administrators where needed and appropriate

**Finance – high level requirements include but are not limited to:*** Working with the Financial Controller to ensure we maintain the highest possible financial standards, policies, monitoring and controls
* Keeping fully briefed and educated on all current and future finance announcements and changes in both the areas of personal lines and commercial insurance
* Liaising and working with the company external accountants and auditors
* Working with the Financial Controller to ensure we adequately resource the personal lines finance team and plan the workload to ensure timely delivery of work and reports
* Ensuring that the transactional finance team adapts, improves and ensures all financial operations processes are fit for purpose, ensuring that they are best practice, as well as implementing any required modifications to the currently set processes making them as efficient as possible with relevant controls in place
* Responsibility for ensuring that all processes are documented in the Finance Handbook (CASS) and keeping this document updated and accurate
* Working with the Financial Controller to ensure that we operate within CASS regulations and agreed TOBAs with the insurers on a day-to-day basis to successfully pass our annual CASS audit
* Overseeing and supporting the day-to day work of the Finance Administrators (incl. day book, bank reconciliations, processing of refunds, daily banking)
* Overseeing the smooth operation of the premium finance operating system for the personal lines finance team
* Supporting team members in dealing with queries from colleagues, premium finance partner and insurers as well as independently dealing with complex queries
* Interrogating financial data to solve queries and provide solutions
* Ensuring that regular maintenance of the broking software is performed by the personal lines finance team and to resolve any accounting queries that arise
* Working with the Finance Manager to ensure that the personal lines finance team performs the monthly client account reconciliation and Client Money Calculation in accordance with the FCA regulations on ‘client money’ and to make/authorise the resulting monetary transfers and accounting entries
* Leading the accurate and timely completion of monthly insurer statements ensuring that outstanding queries are resolved in the required timeframes incl. final reviews and sign off
* Making and approving insurer payments and payments to other suppliers
* Overseeing the level of debt as reported in the Debtors & Creditors report produced by the personal lines finance team, and ensuring our debt policies are followed
* Leading the reporting on debt written off and explaining this to the Finance Manager & Financial Controller when required
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| **Other responsibilities** | * Other duties and responsibilities may be set by the Financial Controller and the Lifesure Directors
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| **Key skills & experience** | * Minimum two years’ recent line management experience working in a finance environment, preferably in the insurance or financial services industry
* Computer literacy, especially the ability to use Excel to a high standard
* Adaptability to work with various software solutions, and experience in improving processes
* Excellent communication skills at all levels
* Accuracy and attention to detail in all aspects
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| **Behaviours and leadership competencies** | * Be a role model for your team: be unconditionally supportive, discreet, responsible, professional and fair
* Foster a culture of continuous and never-ending improvement (CANI)
* Demonstrate the Lifesure Values and work towards the Lifesure Vision and Mission in all that you do
* Inspire people to drive for a common goal
* Always over-communicate
* As a firm regulated by the FCA we are required to strict standards of compliance thus accuracy and transparent workings are essential
* Able to work under pressure in a busy office and to meet time deadlines
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| **Essential qualifications and background** | * AAT qualified with at least two years of recent experience in an insurance or FCA regulated environment
* GCSE or equivalent Maths and English – C grades and above
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| **Desirable qualifications** | * ACCA or ACA qualified or studying towards qualification
* CII qualified
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| **Date of preparation** | 1. October 2019 (Sarah Parsons; version 1)
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| **Date revised** |  |