

Job Description

People Team use only

JE Code: A5021

Job title	Income Management Team Leader
Grade	Grade 8
Service and team	Finance/Corporate Finance
Directorate	Resources
Line manager	Sharon Hill
People management responsibilities	3

Job Purpose

To lead and manage the Income Management Team in delivering an efficient, customer-focused and compliant income collection service for North Tyneside Council. Ensure income is collected securely, accurately and efficiently across a range of payment methods and platforms.

To assist in ensuring all financial matters are dealt with appropriately and in a timely manner and in accordance with Financial Regulations and relevant legislation.

To provide general administrative support to the Finance Team including responding to enquiries relating to financial transactions.

Oversee payment processing, maintain strong financial controls, and optimise payment systems and channels.

What you'll be doing

The post holder will be expected to carry out duties identified below. The list is not exhaustive and other duties of a similar nature and level may be required from time to time.

- Manage the cash collection contract and review cash collection usage.
- Lead and supervise the Income Management Team to deliver a high-quality, accurate and timely income processing service.
- Allocate and monitor workloads to meet regulatory deadlines and service standards.
- Provide day to day guidance, advice and support to ensure operation efficiency.
- Conduct regular 1 to 1 meetings, appraisals, training and skills development for team members.
- Oversee payment processing, financial controls, and the optimisation of payment systems and channels including payment gateways, card acquiring bank services, card payment devices and e-commerce channels.
- Liaise with suppliers and ICT/Finance regarding applications, maintaining functionality,

implementing new modules, support upgrades to software, testing of software and providing feedback.

- Ensure accurate recording, allocation, reconciliation, and banking of all income (including cash, card, BACS, online payments, direct debits, and cheque transactions).
- Ensure compliance with financial regulations, audit requirements, Payment Card Industry Data Security Standards (PCI-DSS), and internal control frameworks including ensuring all system users complete mandatory annual training via Learning Pool.
- Managing, controlling and issuing card machines to various establishments across North Tyneside Council. Ensuring records are maintained and updated.
- To assist in the organisation and provision of administrative support relating to the Income Management Team.
- Ensure daily, weekly, and monthly reconciliations are completed in accordance with financial regulations.
- Manage suspense accounts and ensure timely resolution of unidentified payments.
- Review and analyse transaction data to identify trends, performance issues or opportunities for cost efficiencies.
- Manage escalated or complex income queries including payment failures, refund requests and disputed transactions.
- To support internal customers and service areas including training colleagues and internal customers on our current systems.
- Maintaining a petty cash account which includes reconciliation, processing and ensuring vat calculations are in line with HMRC Guidelines.
- Providing information as and when required to Internal and External Audit.
- Work as part of a team as liaising on work demands and commitments is essential to this role.

Other duties as appropriate to the grade of the post.

You need to have		How we will assess these
Knowledge	IT Skills including Word and Excel. Strong knowledge of financial controls, systems, reconciliations and income processing. Experience working in an Income Management, Finance or related administrative function. Willingness to expand knowledge and experience.	
Qualifications, training and professional registrations	Educated to GCSE standard or equivalent.	
Skills and experience	Proven Supervisory or team leadership experience. Excellent communication skills. Ability to perform in a team environment.	

	Ability to solve problems using own judgement and initiative. Competence with Financial Management or Income Management systems. Ability to demonstrate literacy, numeracy and problem-solving skills. Ability to prioritise and manage workloads in a fast paced environment. Highly customer focused, self motivated and enthusiastic. IT Skills (Excel, Finance and Payment Platforms).	
It would be nice if you also have		How we will assess these
Knowledge	Ability to perform in a project environment. Knowledge of Council's procedures and Financial Regulations.	
Qualifications, training and professional registrations		
Skills and experience	Previous experience in a Local Authority or public sector finance environment. Experience of cash receipting systems. Understanding of regulations relating to financial governance and audit. Flexible attitude to work and deadlines. Willingness to support organisational change initiatives.	
Other information about the job		
Working Conditions	Office – flexible home working	
Working Requirements and Arrangements	37 hours	
Physical Requirements	N/A	
DBS and Safeguarding Checks required	N/A	
Politically Restricted	This post is not politically restricted under the Local Government and Housing Act 1989.	
Please note: if you use your own vehicle for business, you must have a valid driving licence, MOT, and business use insurance.		

Our Values

We Listen | We Care | We Are Ambitious | We Are Good Value for Money

Equality, Diversity and Inclusion

We treat our colleagues, residents and service users with dignity and respect, value differences, and challenge discrimination. We build inclusive teams and encourage diverse voices to shape our work.

Corporate Parenting

We all share responsibility for supporting children in our care – acting in their best interests as any parent would. This is known as corporate parenting and covers anyone working for the Local Authority no matter what their job role is. We promote safeguarding and report concerns appropriately.

Climate Change

We are reducing our carbon footprint by using less energy, travelling smarter, and recycling more. We welcome innovation that makes our services more sustainable.