

## Finance Family

A job family is a method of defining jobs. The emphasis is on focusing on a group of similar roles rather than individual jobs. A job family considers how many levels of that type of work there are and describes the key factors that differentiate one level from the next. It can be used to provide a clear structure for defining how individuals may progress and develop, as well as providing a tool to allow managers to put the right people in the right job.

This document describes the Finance Job Family within Derbyshire County Council. Each level in this job family is differentiated by changes in accountabilities, technical knowledge, and skills expected at each level. It can be used to identify and understand the work expected at each level and where individual roles fit against each level.

Each level describes expectations, if required, relating to: people management, equality and diversity, health and safety and risk management.

### **The family's key characteristics are:**

- Providing financial and procurement advice, management and transactions
- Financial management and revenue collection
- Establishing and implementing Council financial regulations
- Budgets and financial planning
- Financial processes
- Internal focus on the Council's business and service infrastructure, to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice

Levels of work reflect the scale, breadth and complexity of the area or function being led or managed. Senior roles operate corporately or in departments and directorates setting or implementing financial policy and procedures. At lower levels roles undertake or supervise a financial service function or functions.

### **Members of the family include**

- Various levels of accountants
- Financial administrators
- Specialist finance officers and managers

**Job Family: Finance**

**Code: FIN14**

**Grade: 14**

**Level Purpose:**

To plan, organise and manage an area of the finance function: within the Corporate Finance area of responsibility or a devolved departmental setting.

**Overall:**

Job holders at this level are managers. This requires high level financial management expertise with CCAB / CIPFA qualifications. Expertise will have developed through substantial experience of practical working in a finance environment, and a highly developed understanding of local government financial procedures and practices.

Job holders at this level require high level people management skills with the ability to manage individuals and teams to ensure effective service delivery. They may be required to integrate the work of several teams and functions within the same departmental section or corporate area of activity.

Job holders will have significant influence in ensuring the managers with whom they work closely operate in the required manner, fulfilling financial management and operational requirements. They will contribute substantially to the effective management of budgets of significant values.

**People Management**

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

**Equality & Diversity**

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

## **Risk Management**

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

**Job Family: Finance**

**Code: FIN14**

**Grade: 14**

**Representative Accountabilities & Responsibilities:**

- Create and maintain a highly competent and participative work environment through visible leadership, promotion of professional standards, and the development of outcome focused teams that understand their contribution to the service and wider success of the authority
- Develop strategic financial management and planning within DCC financial regulations and business requirements, and contribute to the development of financial policies and procedures within the service area and authority as a whole
- Be the expert in a designated area to provide timely, accurate and customer focussed financial advice and guidance to managers
- Ensure the provision of accurate accounting, budgeting and reporting service for area of concern
- Contribute to strategic decision making as a member of appropriate senior management team
- Be responsible for delivering information and reports necessary to meet legislation and regulatory requirements, including closed accounts
- Identify and analyse requirements of new legislation and statutory requirements and the implications for the service, the authority and potential business benefits for the organisation
- Ensuring the ongoing delivery of high quality and consistent services within the designated area
- Monitor the financial aspect of projects, and provide advice on corrective action where necessary, and directing and controlling audit activities
- Identification of achievements against plans and targets, ensuring that relevant statutory requirements are met
- Maintain up to date knowledge of the external financial services industry trends and best practice

**Job Family: Finance**

**Code: FIN14**

**Grade: 14**

**Typical Knowledge, Skills & Experience:**

- CCAB/CIPFA professional qualification together with substantial post qualification experience of managing within a complex organisation
- Excellent knowledge and understanding of financial legislation and regulations within a large complex organisation
- Detailed knowledge and understanding of the impact of the role on the relevant service area/sphere of activity
- Excellent leadership skills to inspire, motivate and develop team members to high levels of performance
- Skilled to communicate and negotiate with and influence colleagues, partners and stakeholders
- Proven ability to manage a complex workload and excellent time management skills to prioritise and set appropriate deadlines
- The initiative to maintain relevant up to date knowledge and skills for both their selves and all staff assigned
- The ability to think and act strategically in problem solving and decision making in a complex political and business environment with experience of producing long term plans which seek to satisfy the organisations strategic objectives
- Proven ability to work flexibly to manage a complex workload and deliver to timescales
- Ability to plan and manage service and departmental budgets

**Job Family: Finance**

**Code: FIN13**

**Grade: 13**

**Level Purpose:**

To provide high level technical expertise in a relevant discipline: as leader of a distinct team; as an individual contributor; or as a member of a small, specialised unit.

**Overall:**

Job holders at this level are technical experts with relevant qualifications and substantial post-qualification experience. These are professionally qualified roles requiring conceptual understanding and a great depth of knowledge of the particular specialist area.

Where jobs involve managing a team, the job holder's professional knowledge is the key element for advising and guiding team members. Although operating within a well defined area, there will be the need in many cases to be able to influence and change the views of colleagues with whom they interact. Job holders are also required to make improvements within their division.

**People Management**

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

**Equality and Diversity**

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

**Job Family: Finance**

**Code: FIN13**

**Grade: 13**

**Representative Accountabilities & Responsibilities:**

- Manage and motivate a team of staff maintaining a highly competent, creative and participative culture through visibly effective leadership
- Provide sound expertise and information to a range of audiences throughout the authority and partners to ensure value for money, best practice, and where appropriate to aid capacity building
- Lead and implement projects within the specialist field in areas including Service Redesign, Fund Management, Insurance, and Procurement to identify and drive forward change initiatives across the authority including those determined by government agendas
- Drive and direct areas relating to the delivery of the service through ensuring planned objectives are met including maintaining risk registers, monitoring performance against KPIs and government agendas
- Determine, shape and implement service strategy with a focus on collaborative working with a broad range of partners from all sectors
- Build relationships and work closely with suppliers and partners to ensure business needs are met/delivered within best practices and budget parameters through negotiation, setting and management of contracts
- Identify, research and analyse opportunities for innovation to establish new methods of working to ensure value for money
- Deputise for senior managers in their absence where appropriate
- Ensure the timely and accurate completion of reports and statutory returns
- Provide specialist interpretation, guidance and advice on relevant pension schemes to a range of audiences including colleagues, members, managers and partner organisations
- Set targets and monitor performance to: ensure training needs are identified and addressed, high quality standards are maintained, legislation/regulations and procedures are adhered to and that work is delivered on schedule to enable the business to be effective



**Job Family: Finance**

**Code: FIN13**

**Grade: 13**

**Typical Knowledge, Skills & Experience:**

- Relevant professional qualification/degree or equivalent specialist qualification; and
- Substantial operational and management experience within a related specialist field, along with experience of the business operations of a large complex organisation
- Detailed technical knowledge and understanding of relevant specialist area
- Skilled to persuade others and influence outcomes critical to the business
- Ability to manage, and develop a large team or a number of smaller teams, ensuring that all team members are valued and understand their contribution to the Service
- Detailed knowledge and understanding of appropriate local government policies and procedures, EU Directives, company law and UK legislation
- Considerable experience of project management including knowledge of methodologies and systems
- Authority and credibility to build relationships and engage successfully with a large and disparate stakeholder community
- Ability to understand complex technical data and explain to both technical and non-technical audiences at all levels
- Have a good understanding of the implications of emerging developments within the scope of the service, and understand how the role fits with other areas of the authority and partner organisations
- Excellent numeric skills and the ability to analyse complex data to provide solutions/recommendations to achieve the most appropriate outcomes
- Flexible, able to act and react to changing situations and manage time effectively
- Commitment to personal development
- Evidence of continuous professional development
- Commitment to equalities and diversity

**Job Family: Finance**

**Code: FIN12**

**Grade: 12**

**Level Purpose:**

To manage the operations of a finance-related section within a department, providing a service to in-house customers OR to provide a specialist financial service to internal customers, which may involve supervising the work of assigned colleagues.

**Overall:**

Jobs at this level require finance and accountancy qualifications, with significant relevant work experience. Job holders are likely to manage a discrete team, providing a service within a department: the whole department in the case of a smaller area, or a distinct area within a larger department. Or providing a more specialist corporate service, which involves elements of supervising assigned staff.

In all cases work is within a broad arena of objective and content. Effective interaction with customers and colleagues is important, but generally based on technical knowledge.

**People Management**

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

**Equality and Diversity**

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

**Job Family: Finance**

**Code: FIN12**

**Grade: 12**

**Representative Accountabilities & Responsibilities:**

- Manage and motivate a team of staff taking responsibility for monitoring and feedback on their performance, recruitment and selection, guidance and advice and ensuring their development
- Set targets and monitor performance in order to ensure service /project delivery
- Provide accurate and up to date information and reports for managers, elected members and to fulfil statutory requirements, including producing year end accounts
- Be the technical expert reference point and advise senior managers on financial information
- Develop working relationships and communicate effectively with internal/external bodies/organisations and stakeholders as appropriate to ensure statutory compliance
- To lead in reviewing, developing and implementing changes to systems
- Undertake designated audit assignments
- Analysis of complex financial allocations and announcements to provide clear guidance and information to audience
- Production of financial information for transmission to Council Taxpayers
- Prepare tender bids ensuring legislative requirements are met, and participate in the appraisal of firms included or applying for inclusion on the select tender list

**Job Family: Finance**

**Code: FIN12**

**Grade: 12**

**Typical Knowledge, Skills & Experience:**

- CCAB qualification or equivalent degree level qualification
- Significant operational post qualification experience within a large service organisation
- Detailed knowledge and understanding of financial procedures and regulations, relevant legislation/statutory requirements
- The ability to build positive relationships with stakeholders across the authority and affiliated organisations
- Experience of managing and motivating staff to achieve organisational objectives
- Ability to oversee projects and work programmes
- Good interpersonal skills to communicate with managers and colleagues
- The ability to understand and explain complex technical information to both technical and non-technical audiences at all levels
- Highly numerate, with good analytical skills and experience
- Flexible, able to cope with competing demands

**Job Family: Finance**

**Code: FIN11**

**Grade: 11**

**Level Purpose:**

To manage and co-ordinate a specific area within a financial / procurement setting: a section within a large department, or a distinct area within a smaller department OR to contribute as a specialist, primarily working autonomously within a discrete area.

**Overall:**

Jobs at this level require appropriate financial/procurement qualifications, with post-qualification experience. Job holders may work largely autonomously, providing a specialist input. They may line-manage a small team, providing a financial service to customers within a distinct area. In all cases job holders undertake work within established procedures, managing their workload and using their knowledge to advise and influence colleagues and customers.

**People Management**

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.

**Job Family: Finance**

**Code: FIN11**

**Grade: 11**

**Representative Accountabilities & Responsibilities:**

- Where appropriate, supervision or management of a defined team providing clear organisation, direction and development
- Provide specialist advice and information in a range of formats to a range of colleagues internally and in partner organisations
- Support the implementation of initiatives, projects, improvement programmes and/or government agenda requirements in specific work area
- Oversee and manage designated areas of work and ensure they are delivered on time, within budget and to required standards including statutory requirements where required
- To keep up to date on emerging developments within the scope of the service, and understand how the role fits with other areas of the authority and partner organisations
- Contract manage relations with contractors and suppliers to ensure quality standards and business needs are met, and the terms of the contract are fulfilled to maximise cost effectiveness; or service providers and clients to recover outstanding monies
- Manage and review investment to ensure agreed targets are met; and prepare and deliver reports accordingly
- Where appropriate initiate commissioning for tenders, including research and analyse information to make recommendations for the procurement of goods and services within agreed area of work taking into account the authority's commitment to identifying local sources

**Job Family: Finance**

**Code: FIN11**

**Grade: 11**

**Typical Knowledge, Skills & Experience:**

- Relevant professional qualification/degree or equivalent management qualification
- Considerable operational experience within financial/procurement arena to acquire a good knowledge and understanding of local government procedures, and where applicable EU Directives, company law, contract law and relevant UK legislation
- Well developed interpersonal skills used for persuading, influencing and negotiating. Ability to build relationships and communicate effectively with a range of stakeholders
- Where appropriate, experience of and ability to manage, motivate and develop a team
- Sound analytical skills to be able to understand complex data and provide solutions/recommendations to achieve the most appropriate outcomes
- Financial experience or training sufficient to manage budgets where appropriate
- Excellent numeric and IT ability
- Flexible, able to cope with conflicting and changing demands
- Effective time management skills to deliver within timescales and with competing priorities

**Job Family: Finance**

**Code: FIN10**

**Grade: 10**

**Level Purpose:**

To provide day-to-day management of a distinct specialist section within a financial / procurement environment OR to undertake specific assignments, which may involve project-managing a dedicated team of staff.

**Overall:**

Job holders at this level require considerable specialist knowledge and experience of the area in which they are working augmented by relevant qualifications. Jobs mainly represent the top level of skills and knowledge within the discipline involved.

In most cases the job holder is the lead professional managing, on a day-to-day basis, a team undertaking work within the related field. They are seen as the focal point for information and advice, with detailed understanding of relevant regulations. Other jobs at this level provide a service undertaking assigned projects, which requires considerable knowledge and understanding of appropriate systems and organisation.

**People Management**

Supervise, organise, advise and motivate a team, specifically undertaking: management of performance, discipline and grievance, training and development support, absence management.

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.



**Job Family: Finance**

**Code: FIN10**

**Grade: 10**

**Representative Accountabilities & Responsibilities:**

- Management of staff including absence monitoring, appraisal, training, recruitment & selection
- Support the delivery of designated areas of work through co-ordinating day to day operation to meet established financial and operational targets
- Ensure the production of timely and relevant information to ensure necessary parties are well informed, including where appropriate monitoring contracts to ensure quality standards and business needs are met to ensure cost effectiveness
- Contribute to the effective operation and development of projects and processes including providing advice and information, and managing relevant documentation
- Research, analyse and evaluate information to provide advice and aid decision making, including technical advice on relevant area of concern
- Where appropriate, manage staff on a day-to-day basis including providing ongoing training, support and development
- Maintain up to date knowledge to contribute to the development and implementation of changes resulting from revision to policies and legislation

**Job Family: Finance**

**Code: FIN10**

**Grade: 10**

**Typical Knowledge, Skills & Experience:**

- Relevant technical/professional qualification (e.g. AAT or part qualified CCAB) with significant experience of working in a related environment.
- Understanding and working knowledge of DCC financial policies and procedures
- Working knowledge of rules and regulations of relevant subject area, including where appropriate EU Directives, company law, contract law and relevant UK legislation
- Well developed interpersonal, communication skills to build relationships, engage successfully with stakeholder community
- Where appropriate, proven ability to supervise and allocate work to others, to monitor their performance, and if necessary, to take corrective action
- Ability to negotiate and persuade and build and maintain effective working relationships at all levels both internally and externally.
- Excellent numerical and IT skills
- Resilient, able to work under pressure and deliver within timescales and competing demands

**Job Family: Finance**

**Code: FIN09**

**Grade: 9**

**Level Purpose:**

To assist a nominated specialist manager in providing a key specialist finance orientated service OR to provide a service within a defined specialist finance area, which includes supervising a team of staff.

**Overall:**

Jobs at this level require applying specialist practical knowledge acquired through on-the-job training and experience, to provide a service which comprises complicated but established activities. Financial qualification required to support work experience and knowledge relevant to particular area of activity.

Job holders may have supervisory responsibilities for a discrete group of staff. They may be assigned to assist a specialist manager in delivering a defined area of expertise.

**People Management**

Allocate work and monitor the standard of team performance and ensure resolution of any issues.

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.

**Job Family: Finance**

**Code: FIN09**

**Grade: 9**

**Representative Accountabilities & Responsibilities:**

- Source, capture, monitor and disseminate information and reports to inform managers and service users
- Provide advice and guidance in relevant field to ensure compliance with financial regulations
- Contribute to specific projects and service initiatives within assigned work area
- Administer the tender process including preparing and issuing documents, receiving and analysing returns
- Support the day to day business of the service either through monitoring the performance of assigned contracts or assisting manager in provision of specialist financial service
- Where appropriate analyse market information and undertake product/service research and investigation
- Supervise and support staff, ensuring their development and provision of effective services

**Job Family: Finance**

**Code: FIN09**

**Grade: 9**

**Typical Knowledge, Skills & Experience:**

- Qualified AAT, HNC/D, or NVQ level 4 in relevant financial discipline
- Operational experience of working in a finance/procurement environment
- Working knowledge of the authority's financial procedures and relevant UK and EU quality standards
- Tactful and diplomatic in dealing with a range of callers which may involve dealing with sensitive situations
- Detailed knowledge of relevant, specific financial service
- Experience of/ability to supervise staff to meet organisational objectives and optimise performance
- Highly developed written and verbal communication skills and the ability to build relationships and influence others based on knowledge of the financial area
- Excellent numerical and IT skills

**Job Family: Finance**

**Code: FIN08**

**Grade: 8**

**Level Purpose:**

To be responsible for the provision of specialist financial services as individual contributors and/or as operators with supervisory responsibility for team members.

**Overall:**

Jobs at this level require specialist financial knowledge and experience acquired through considerable on-the-job working, supported by relevant level qualifications. Jobs at this level are authoritative on specialist procedures, utilising the experience and knowledge acquired to work within complex processes and systems. This normally involves supervising team members who undertake closely defined activities.

**People Management**

Instruct and guide colleagues in the distribution and conduct of work in the team.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness in carrying out your duties and raise issues where appropriate.

**Job Family: Finance**

**Code: FIN08**

**Grade: 8**

**Representative Accountabilities & Responsibilities:**

- Ensure the accuracy and completeness of the service provided through work routines and checking processes
- Supervisory responsibility for a team of staff including allocation of work
- Maintain and update information systems and databases to ensure the provision of accurate financial information
- Undertake complex calculations
- Support assigned projects
- Compile written reports to inform decision making
- Attend meetings as appropriate with service users and other organisations
- Prepare, monitor and maintain budgets, including reconciliation of balances between accounts
- Liaise with providers of external funding

**Job Family: Finance**

**Code: FIN08**

**Grade: 8**

**Typical Knowledge, Skills & Experience:**

- Part qualified AAT or NVQ in relevant financial discipline
- Knowledge of financial policies and procedures required in a large organisation, including legislative requirements
- Considerable experience of working in a finance or procurement related environment
- Detailed knowledge of procedures and processes involved in relevant area of financial work
- Good communication skills with ability to build effective working relationships with service users and external customers
- Supervisory experience and ability
- Ability to supervise staff to ensure effective performance
- Effective operational management ability to meet peaks of workload
- Excellent numeracy and IT skills
- Flexible approach to be able to meet deadlines
- Resilient, able to work under pressure



**Job Family: Finance**

**Code: FIN07**

**Grade: 7**

**Level Purpose:**

To assist in providing a specialist financial service with substantial operational input, in most cases with an element of supervisory responsibility.

**Overall:**

Jobs at this level require specialist knowledge and experience acquired through vocational training and on-the-job working. They are essentially operational in nature, delivering services which require some independent analysis and judgement

Job holders may plan and co-ordinate their own work activities with minimum direct supervision, in many cases supervising others and co-ordinating their workloads. Jobs at this level in the Finance Job Family are there because of the need for work experience and knowledge in a particular financial discipline. Job holders may be working towards qualifications within relevant financial discipline.

**People Management**

Allocate routine or basic work to team colleagues and co-ordinate the work tasks, under instruction.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

**Job Family: Finance**

**Code: FIN07**

**Grade: 7**

**Representative Accountabilities & Responsibilities:**

- Collate and maintain records and monitor data to analyse information to produce financial statements
- Retrieve and interpret data from bespoke software packages and financial systems and provide clear information to colleagues, managers and service users
- Provide an support service for specialist area of financial activity
- Use own, in-depth knowledge to provide calculations and accessible information to service users
- Supervision of staff, allocating and checking work, providing advice and guidance
- Chase progress ensuring deadlines and targets are met
- Liaise and build effective working relationships with colleagues, service users and external bodies

**Job Family: Finance**

**Code: FIN07**

**Grade: 7**

**Typical Knowledge, Skills & Experience:**

- A levels, ONC or NVQ level 3 in relevant financial area
- Excellent literacy skills with the ability to write letters and reports
- Experience of working in a finance related environment
- Knowledge and understanding of financial procedures and related legislative requirements
- Excellent numeracy and IT skills
- Good communication skills to deal with a range of internal and external contacts
- Ability to supervise, support and instruct staff
- Able to follow procedures within a well structured environment

**Job Family: Finance**

**Code: FIN06**

**Grade: 6**

**Level Purpose:**

To assist in providing a specialist financial service providing operational input, in some cases with an element of supervisory responsibility of Business Support staff.

**Overall:**

Jobs at this level require knowledge and experience acquired through vocational training and on-the-job working. They are essentially operational in nature, delivering services within a well-defined remit

Job holders may plan and co-ordinate their own work activities with minimum direct supervision, whilst in many cases supervising others and co-ordinating their workloads. Jobs at this level in the Finance Job Family are there because of the need for work experience and knowledge within a particular financial discipline.

**People Management**

Allocate routine or basic work to team colleagues and co-ordinate the work tasks, under instruction.

**Equality and Diversity**

Act in accordance with the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

**Job Family: Finance**

**Code: FIN06**

**Grade: 6**

**Representative Accountabilities & Responsibilities:**

- Record keeping, collating and analysing information to produce standardised financial statements
- Dealing with enquiries from service users
- Provide administrative services within specialist area of financial activity
- Progress chasing to meet prescribed deadlines
- Day-to-day allocation of work to support staff including checking accuracy and ensuring quality standards
- Liaise with colleagues, service users and external bodies
- Inputting, retrieving and organising data from computerised systems

**Job Family: Finance**

**Code: FIN06**

**Grade: 6**

**Typical Knowledge, Skills & Experience:**

- Experience of working in a finance related environment
- Awareness of financial procedures and policies
- Understanding of work routines and systems within the relevant finance area
- Excellent IT skills
- Numerical ability to produce accurate information
- Good written and oral communication skills and customer focus
- Ability to supervise staff and ensure accurate and effective working
- Able to follow procedures within a well structured environment