

JOB DESCRIPTION

**Head of Planning and Compliance**

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| **Job Title:** Head of Planning and Compliance | **Present Grade:** 7 |
| **Department/College:** Commercial Services |
| **Directly responsible to:** Director of Commercial Services |
| **Supervisory responsibility for: 1 x G6, 1 x G5**, occasional temp staff. |
| **Other contacts** |  |
| **Internal:** Finance, POE, Health and Safety, Facilities, ISS, Information Governance and all commercial services |
|  **External:** Kinetics, Pelican, Spoonfed and other system providers, suppliers, UPP |
| **Major Duties:**1. Provide leadership, expertise and support to the Commercial Services team to support a culture of compliance, continuous improvement and excellent customer service.
2. Responsible for monitoring and analysing financial performance of Commercial Services:
* Work closely with Budget Holders/Heads of Department to drive efficiencies
* Manage month-end reporting, reviewing the monthly financial position with the Heads of Department and Director of Commercial Services
* Prepare, maintain and analyse financial reports and generate action plans with Budget Holders/Heads of Department to monitor and improve performance
* Provide any ad-hoc support with management/operational reporting
* Support the monitoring of performance against budget during the year, identify and analyse variances and take appropriate action promptly and effectively
* Work closely with members of the central Finance team to ensure department processes are kept up to date and are accurate
1. Development and maintenance of Commercial Services systems:
* Responsible for the management of the departments systems software including developing and maintaining a strong working relationship with the suppliers
* Lead on new software/system projects within Commercial Services to ensure an efficient implementation process
* Work closely with Heads of Department to continuously review and develop systems to ensure operational efficiency and accurate data
* Liaise with internal IT Services for problem resolution and awareness of developments
* Provide user support to department for all systems
1. Review Commercial services standards and evaluate their delivery to ensure compliance and that they enhance the customer experience and improve services:
* Conduct audits of internal operations and processes to ensure compliance
* Evaluate processes and identify areas of improvement, working closing with Heads of Department
* Prepare audit reports documenting findings with an action plan
1. Lead the Planning and Compliance team to support the development of training to ensure compliance with financial, safety, customer service and other systems to enhance income, efficiency and to enhance customer experience.
2. To undertake any other duties commensurate with the position and grade.
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