

# Job Description

<b>Job title:</b>	Accounts Payable Team Leader
<b>Reports to:</b>	Head of Business Finance
<b>Responsible for:</b>	Direct line management responsibility

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

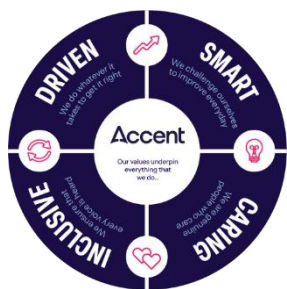
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Accounts Payable Team Leader, you will be leading the team responsible for ensuring accurate and timely service delivery to ensure a smooth operation of the Accounts Payable function, to enhance the customer experience. You will challenge the norm, focus on delivering outcomes, and always seek solutions to overcome challenges. Your role is vital in supporting the Head of Business Finance to meet corporate objectives, while fostering a culture that prioritizes the customer and empowers your team to be innovative. By continuously improving processes, you will contribute significantly to the company's financial operations, playing a key part in the achievement of our mission.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will exemplify these values by leading the Accounts Payable team in a way that encourages innovation, collaboration, and a customer-first approach. You will foster a work environment that promotes inclusivity and continuous improvement, always aiming to provide exceptional service both to internal colleagues and external stakeholders. Your leadership will ensure that the team's efforts align with Accent's vision to provide high-quality, affordable housing, and that operational excellence is achieved in all financial transactions. You will act as a role model, encouraging your team to perform to the best of their abilities while upholding the highest standards of integrity and professionalism.



## Key Responsibilities and Duties

- Lead and manage the Accounts Payable team, ensuring the timely and accurate processing of supplier invoices and other payments in accordance with agreed terms.
- Work with the Procurement team on adding new suppliers specifically verification of the bank details. Maintain the approved supplier database and ensure that BACS, Cheque, and CHAPS processing are accurate, timely, and aligned with user access rights.
- Take responsibility for the reconciliation of supplier statements monthly, ensuring any discrepancies are resolved efficiently.
- Manage the processing of Empty Property Utilities payments for all empty properties, ensuring compliance with local regulations.
- Monitor and maintain the Accounts Payable control accounts, ensuring that all records are accurate and up to date.
- Lead on the request of information and provide to relevant stakeholders including auditors.
- Collaborate with the Procurement and Unit4 teams to streamline accounts payable processes and improve service delivery.
- Build and maintain strong working relationships with internal and external stakeholders, offering training and support as required.
- Ensure that key performance indicators (KPIs) for the Accounts Payable team are met, and report monthly on progress.
- Lead and contribute to the implementation and continuous improvement of all Accounts Payable related processes and procedures by identifying areas for improvement and implementing changes.

## Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture, and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

## The must haves:

- Relevant professional qualifications or significant experience in a high-volume transactional finance team.
- Strong Excel skills to support decision-making processes and data analysis.
- Proven leadership experience, with the ability to lead and inspire a team.
- Excellent communication skills, with the ability to adapt your style to different audiences.
- Experience in managing supplier relationships and ensuring compliance with payment terms and conditions.
- A proactive approach to problem-solving, with a focus on delivering value for money.

## The added extras:

- Knowledge of the housing sector and its financial processes.
- Experience with implementing new working processes and leading change within a finance department.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.