JOB DESCRIPTION

Job title	Purchase to Pay Supervisor		
Department	Commercial		
Location	Civic Centre and Agile		
JE ID	ID 984	**Date Last Evaluated**	16/11/2026
DBS Level Required	None		
Job Purpose	To supervise the day-to-day operation, administration and continuous improvement of the Council's Purchase to Pay (P2P) function, ensuring the effective management of P2P systems, processes and controls. The postholder will act as Contract Manager for the Council's P2P solution, control the corporate Purchase Card programme, support the implementation and operation of electronic invoicing solutions, and provide specialist advice, training and support to users across the Authority. The role is responsible for promoting compliance, improving process efficiency, maintaining system integrity and supporting the delivery of modern, effective procurement and associated payment processes.		
Main Tasks performed	**Purchase to Pay Systems Administration** • Supervise the day-to-day administration and operation of the Council's Purchase to Pay (P2P) system and associated processes. • Maintain system configuration, master data, workflows, catalogues and user profiles to ensure the effective operation of the P2P environment. • Manage user access permissions and security controls, ensuring appropriate segregation of duties, auditability and compliance with Council procedures. • Monitor system performance and proactively identify operational issues, implementing corrective actions where necessary. • Plan, coordinate and undertake testing of system upgrades, releases, enhancements and changes prior to implementation. • Maintain documentation relating to system processes, controls and administration activities. • Act as the primary point of contact for operational P2P system issues and escalations. **Contract and Supplier Management**		

	• Act as Contract Manager for the Council's P2P solution and associated support arrangements. • Manage relationships with system providers and third-party suppliers to ensure contractual obligations and service levels are achieved. • Coordinate regular performance review meetings with suppliers and monitor service delivery against agreed performance measures. • Escalate service issues where required and support the resolution of operational and technical problems. • Support the Commercial Unit Manager in the review of existing arrangements and future developments relating to P2P solutions and services. **Electronic Invoicing and Supplier Enablement** • Support the implementation, operation and continuous improvement of electronic invoicing and supplier connectivity solutions. • Work with suppliers, service areas, Finance and ICT colleagues to maximise the adoption of electronic ordering and invoicing processes. • Maintain supplier onboarding and support arrangements relating to P2P and electronic invoicing systems. • Monitor invoice processing performance and identify opportunities to increase automation and reduce manual processing. • Ensure business processes remain aligned with legislative, regulatory and Council requirements relating to electronic procurement and payment processing. **Purchase Card Programme** • Act as the controller for the Council's Purchase Card programme. • Maintain Purchase Card records, user accounts, controls and associated documentation. • Manage compliance with Purchase Card policies and procedures. • Lead investigations into suspected misuse of Purchase Cards, breaches of Financial Procedure Rules and potential fraudulent activity, making recommendations regarding card suspension, cancellation and corrective action where findings may have financial, disciplinary or reputational consequences for the Authority. • Produce management information, performance reports and compliance monitoring reports relating to Purchase Card usage. • Support the continuous development of Purchase Card procedures and controls to promote efficient and compliant purchasing practices. **Training, Support and User Development** • Supervise the provision of a corporate P2P helpdesk and user support service.

	• Design, deliver and coordinate training for new and existing users of P2P systems and associated processes. • Develop and maintain user guidance, training materials, procedural documentation and support resources. • Analyse recurring user issues and identify opportunities for improvements to training, guidance or system configuration. • Promote awareness and understanding of P2P processes and best practice across the Council. **Performance, Compliance and Continuous Improvement** • Monitor compliance with P2P policies, procedures and approved purchasing processes. • Analyse system, transactional and user data to identify trends, risks, performance issues and opportunities for improvement. • Produce regular management information and performance reports for the Commercial Unit Manager and other stakeholders. • Develop and monitor key performance indicators relating to P2P operations, system utilisation and service delivery. • Support audits, reviews and investigations relating to procurement and payment processes. • Identify and implement process improvements that enhance efficiency, compliance, user experience and value for money. • Identify opportunities to improve, automate and streamline procurement-to-payment processes through the effective use of technology, data analysis and system functionality. **Team Supervision** • Supervise and support staff within the Purchase to Pay team. • Allocate workloads and monitor performance to ensure service objectives are achieved. • Provide coaching, guidance and support to team members, identifying development and training needs where appropriate. • Undertake supervision, appraisal and performance management activities in accordance with Council procedures. • Promote a positive and customer-focused working environment. **Stakeholder Engagement** • Develop effective working relationships with service departments, Finance, ICT, Internal Audit and external stakeholders. • Provide specialist advice and guidance relating to Purchase to Pay processes, systems and controls. • Support corporate initiatives that seek to improve procurement, purchasing, payment and transactional efficiency. • Represent the Procurement Service at internal and external meetings as required. **General**

	• Maintain an up-to-date knowledge of developments in Purchase to Pay systems, electronic invoicing, purchasing processes and associated legislation. • Undertake such other duties commensurate with the grade and responsibilities of the post as may reasonably be required by the Procurement Manager. • Responsible for maintaining the continuity of critical Purchase operations during system outages, cyber incidents, supplier service failures or other disruptions. The postholder will coordinate the operational response, implement manual ordering and approval processes where required, prioritise urgent purchasing requests to support essential Council services, and ensure transactions processed through contingency arrangements are subsequently reconciled and audited, including the retrospective creation and authorisation of orders where required. To carry out Health & Safety responsibilities in accordance with the Authority's Health & Safety policies. To carry out any other duties commensurate with the grade as reasonably requested by the manager. To comply with the Council's decarbonisation requirements to achieve net zero carbon emissions.
Resources *Items that are personally accountable to the post-holder. i.e. cash / cheques, plant/equipment, stock/materials buildings*	No specific physical resources
RESPONSIBILITY	
For People	Purchase to pay officer
For Finance	Responsible for monitoring and maintaining controls relating to corporate purchasing transactions and the Purchase Card programme, identifying irregular expenditure, control failures and non-compliance. The role contributes to the protection of Council funds through monitoring expenditure, investigating anomalies and supporting the prevention of fraud and financial loss
Communications	The postholder is required to communicate effectively with employees at all levels across the Council, providing specialist advice, guidance and training in relation to Purchase to Pay processes, systems, controls and procedures. The role involves regular liaison with Finance, ICT, Audit, managers and service areas, as well as maintaining productive relationships with external

	suppliers, system provider and other stakeholders. The postholder must be able to explain technical and procedural information clearly, deliver training and present performance information to a range of audiences. The postholder is required to manage sensitive and potentially contentious situations with suppliers, officers and managers relating to disputed invoices, delayed payments, suspended supplier accounts, non-compliant purchasing activity, Purchase Card misuse and breaches of Financial Procedure Rules. The role requires the ability to challenge decisions, negotiate solutions and secure agreement on corrective actions where financial, operational or reputational implications may arise.
Decision Making	The postholder is responsible for making decisions relating to the administration, control and governance of the Council's Purchase to Pay systems and Purchase Card programme. The role exercises judgement when determining appropriate responses to system failures, suspected misuse of corporate purchasing arrangements, breaches of financial procedures, audit findings and service-critical purchasing requirements. Decisions may have financial, regulatory, operational and reputational consequences for the Authority.
PERSONAL DEMANDS *Include here any unavoidable exposure to risk of mental / physical injury*	
Mental	The postholder is required to maintain concentration for prolonged periods whilst processing and reviewing purchasing and financial transactions, analysing system data, resolving queries and producing management information. The role involves dealing with frequent interruptions from suppliers, service departments and system users whilst managing competing priorities, responding to urgent purchasing requirements and resolving issues affecting the effective operation of the Purchase to Pay service.
Physical	

PERSON SPECIFICATION		
Formal qualifications *You must state whether qualifications are 'essential' or 'desirable'*	**Essential** (You will be required to provide evidence of all qualifications specified as essential) CIPS graduate Level 5 Educated to NVQ Level 4, HNC, equivalent qualification, or able to demonstrate equivalent relevant experience. Completion of 10 hour online Welsh Work course	**Desirable** Degree or equivalent ILM supervisory qualification or equivalent. Welsh Language Level 2 to Level 5.

Technical skills required	• Ability to administer and support the Basware Alusta Purchase to Pay (P2P) system, including user management, workflow configuration and operational troubleshooting. • Ability to manage system access controls, user permissions and audit requirements within a controlled environment. • Ability to analyse procurement, purchasing and payment data, identify trends and produce meaningful management information and performance reports. • Ability to investigate and resolve complex system, process and transactional issues using a methodical and analytical approach. • Ability to design, develop and deliver training and guidance materials for a wide range of system users. • Ability to manage and maintain supplier catalogues, reference data and system records to ensure data accuracy and integrity. • Ability to monitor system performance and coordinate testing activities associated with system upgrades, enhancements and new functionality. • Ability to administer and support a corporate Purchase Card programme, including monitoring usage, compliance and reporting requirements. • Ability to use Microsoft Office applications, particularly Excel, to analyse data, monitor performance and produce reports. • Ability to interpret financial and transactional information and apply appropriate controls within Purchase to Pay processes. • Ability to manage relationships with software providers and external suppliers to support service delivery and contractual performance. • Ability to identify opportunities for process improvement, automation and increased efficiency within procurement-to-payment processes. • Ability to communicate technical information clearly to both technical and non-technical audiences. **Technical Skills Required (Desirable)** • Experience of administering Basware, Procserve or a comparable Purchase to Pay platform. • Experience of supporting electronic invoicing and supplier enablement solutions. • Experience of testing system upgrades, integrations or new functionality within a business-critical system. • Knowledge of Purchase Card systems and associated governance requirements. • Knowledge of procurement, accounts payable and financial management processes within a local authority environment. • Experience of producing business process maps, user guidance and operational procedures. • Understanding of public sector procurement processes and Welsh public sector governance requirements. • Experience of using reporting and analytical tools to monitor compliance, identify trends and support decision making.

Amount of experience required	**Essential** • Significant experience of working within a Purchase to Pay (P2P), procurement, finance, accounts payable or business systems environment. • Experience of administering and supporting a business-critical ICT system, including user management, troubleshooting and maintaining system data integrity. • Experience of analysing data and producing reports to support operational monitoring, performance management and decision making. • Experience of delivering training, guidance and support to system users with varying levels of knowledge and experience. • Experience of working with a wide range of stakeholders and building effective working relationships across organisational boundaries. • Experience of reviewing and improving business processes and identifying opportunities to increase efficiency and compliance. **Desirable** • Experience of administering a Purchase to Pay system such as Basware, ~~Procserve~~ or a similar platform. • Experience of acting as a contract manager or key operational contact for a software or managed service provider. • Experience of administering a corporate Purchase Card programme. • Experience of supporting electronic invoicing, supplier onboarding or supplier enablement activities. • Experience of working within a public sector procurement, finance or local government environment. • Experience of planning and undertaking user acceptance testing for system enhancements, upgrades or new functionality. • Experience of supporting internal or external audit activities and implementing associated recommendations. • Experience of developing procedures, guidance documents and training materials. • Experience of supervising staff, coordinating workloads or leading operational activities within a team environment.
Personality attributes required	• Highly organised and able to manage competing priorities whilst maintaining attention to detail. • Able to work methodically and accurately when handling complex information, data and system processes. • Strong analytical and problem-solving skills with the ability to identify practical solutions to operational issues. • Effective communicator, capable of building positive working relationships with stakeholders at all levels. • Confident and approachable, with the ability to provide advice, guidance and training to users with varying levels of experience. • Self-motivated and able to work independently, using initiative and sound judgement within established procedures. • Committed to delivering high standards of customer service and continuous improvement.

	• Able to adapt positively to changing priorities, operational requirements and technological developments. • Resilient and able to remain professional when dealing with challenging situations, competing demands or service interruptions. • Able to work collaboratively as part of a team and contribute to the achievement of wider service objectives. • Demonstrates integrity, professionalism and discretion when handling sensitive information. • Committed to promoting compliance, good governance and value for money within Council processes.
Special requirements (i.e. car driver)	

Values and behaviours	Honesty and Openness – Treating everyone fairly and openly through positive but clear communication. Others know they can express their views and expect a positive discussion. Where performance of others fall short of expectations this is addressed quickly and firmly but with a positive and supportive manner. Integrity is upheld at all times, behaviours of each and every employee in HR and Payroll is irreproachable and always within the rules, policies and behaviours expected of others. Trust and Respect- Mutual respect is given to others. Despite difficulties, problems are resolved together and through positive attitudes, professional behaviour and willingness to find a solution. If others appear to be disrespectful, this will be addressed promptly. Demonstrates integrity at all times. Accountability- Workloads, priorities and time lines are recognised and owned. Professional accountability is maintained at all times. Where work may not meet deadlines or quality, this will be identified early and steps taken to resolve the problem. Others are not blamed for your own work priorities, despite their involvement in part of the outcomes. Learning- Interest in continuously developing own skills and knowledge. Support others through coaching. Will undertake research and discuss problems with others to improve own understanding of a range of issues so to improve work outcomes. Aspiration- Have high aspirations to continuously improve performance of self and of other team members. Encourages others to set themselves new challenges and works with team to evaluate Service effectiveness. Team working- Ensures that the Service is working as one, that any silo is removed. Focuses on outcomes for customers rather than personal gain. Fully engaged with others within the team, willing to support others and work with them on achieving outcomes for the Service. Communication – Ensures others are kept informed and clear information is passed on. Team know what their role is and why their work is important to the outcomes for the service. Ensures that communication style is adjusted for different audiences and ensures that there is clarity and understanding. Checks that others understand communication. Able to communicate effectively, verbally and in writing. Regular team meetings and one to ones are undertaken (with agenda and minutes). Understands the importance of confidentiality and knows what can and cannot be shared. Safeguarding - Protecting Children and Vulnerable adults is a core responsibility of all MTCBC employees. All safeguarding concerns should be reported to the Cwm Taf Multi Agency Safeguarding Hub (MASH).

Head of Department signature	
Date	

RECRUITMENT PACKAGE TO BE OFFERED

Job Title:	Purchase to Pay Supervisor
Department:	Commercial
Annual gross basic salary:	£38510 - 42123
Further Information	For an informal discussion about this role please contact Paul Davies email : paul.davies@merthyr.gov.uk Tel No: 01685 724904
Hours of work:	37 hours
Location:	Civic Centre and Agile
Special conditions:	









