

Job Description

Purchase to Pay (P2P) Manager

Directorate of Finance and Procurement

Grade: **G**

Role profile: **SMG2**

Full time

Permanent

	Duties of the role
<p>Overall purpose of the role</p>	<p>The postholder will lead the University’s Purchasing and Payments teams, driving process improvement and embedding best practice across the university.</p> <p>This role encompasses people management, process ownership, and stakeholder engagement to ensure P2P efficiency, mitigate risks to business continuity, query resolution, and guarantee timely supplier payments.</p> <p>The position also carries responsibility for ensuring compliance with the University’s Procurement Policy, financial regulations and relevant legislation</p> <p>As the university upgrades its ERP system the postholder will be responsible for leading the team through the transition and ensuring all system requirements are captured, tested and implemented effectively.</p> <p>The postholder will deputise for the Head of Financial Operations with respect to purchasing and payments when required.</p>
<p>Main duties and responsibilities</p>	<p>Leadership & Team Development</p> <ul style="list-style-type: none"> • Lead and manage the Purchasing and Payments teams to deliver agreed KPIs and high levels of internal customer satisfaction. • Provide coaching, direction, and support to team members, leveraging individual strengths and promoting best practice. • Manage team workload to ensure timely processing of all purchasing and payment requirements. • Embed a culture of continuous improvement across the team. • Act in accordance with the University’s Leadership and Management Standards and Behaviours framework aligned to DMU values: <p>Operational Management</p> <ul style="list-style-type: none"> • Oversee weekly BACS and other payment runs, ensuring accuracy and compliance before authorisation. • Maintain and update purchasing and payment procedures, guidance, templates, and training materials to reflect legislative changes, sector best practice, and stakeholder needs. • Administer purchasing cards and ensuring spend is in line with guidelines

Duties of the role

set out in the Purchasing Card Policy.

- Ensure robust controls are in place for new vendor set-up and bank detail changes, to mitigate the risk of fraud.

Process Excellence & Compliance

- Own and maintain P2P procedures, driving consistency and purchasing best practice across all Faculties and Directorates.
- Ensure efficient three-way matching and timely vendor payments in line with agreed payment terms. Lead the team through the ERP system upgrade ensuring all system requirements are captured, tested and implemented effectively. Ensure appropriate standard operating procedures and manuals are available.

Stakeholder Engagement & Continuous Improvement

- Build strong relationships with stakeholders to understand needs, resolve issues, and identify inefficiencies.
- Analyse performance data, present KPIs, and implement improvements to enhance service delivery.
- Influence internal stakeholders to maximise use of contracted suppliers for efficiency and compliance.

Governance & Assurance

- Ensure compliance with the University's Procurement and Purchasing Card, and Anti-fraud Policies and relevant legislation.
- Key contact for internal and external audit enquiries specific to P2P, providing accurate reporting and analysis of payment operations.
- Work with the Financial Accounting and Finance Partnering teams to meet month-end and year-end deadlines.
- Monitoring monthly reporting of KPIs to the finance leadership team.

Other duties and responsibilities

Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation

All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land

Promote and exhibit DMU values and be a role model for the university's code of

Duties of the role

conduct

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The postholder will be expected to undertake other duties as appropriate and as requested by their manager.



Person Specification

Purchase to Pay (P2P) Operations Manager

Directorate of Finance and Procurement

Grade: G

Role profile: SMG2

Full time

Permanent

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Qualifications and Training	A university degree or equivalent	Essential	A			D
Previous Work Experience	Knowledge or experience of working in a Higher Education environment or public sector/regulated industry.	Desirable	A	I		
	Proven experience in managing purchasing and payments operations within a complex organisation. Strong leadership and people management skills with a track record of developing high-performing teams.	Essential	A	I		
	In-depth knowledge of P2P processes, ERP systems (ideally SAP), and financial best practice.	Essential	A	I		
	Previous experience in specifying and delivering reporting/management (KPI) information from P2P systems	Essential	A	I		
Specific Knowledge/ Skills/ Abilities/	Experience of managing master data, electronic authorisation workflows, invoicing, Card solutions, goods	Essential	A	I		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	receipting and failed invoice resolution processes within a P2P solution					
	Experience of implementing fully integrated P2P solutions across large end user communities	Desirable		A	I	
	Experience of the redesign and successful implementation of streamlined best practice P2P processes and systems	Essential		A	I	
	Experience of leading or playing a key role in organisational change, spanning governance, people, processes and systems	Essential		A	I	
	Excellent interpersonal, communication and presentation skills, with a demonstrable ability to effectively engage and motivate colleagues across the organisational structure to agree and deliver shared objectives	Essential		A	I	T
Motivation/ Attitude Required	Experience of influencing and working with senior colleagues with the ability to develop and manage effective relationships and negotiate with key stakeholders across a wide range of disciplines including the tenacity to resolve conflict with and between stakeholders	Essential		A	I	T
	The ability to act independently with self-motivation, self-reliance and initiative	Essential		A	I	
	A proactive and innovative approach to problem solving with the necessary risk management skills to be able to identify, manage and mitigate the risks inherent in P2P solutions.	Essential		A	I	
	Outstanding capabilities in building relationships internally and externally to enable you to be successful in your role and to contribute to the university being recognised as a sector leader in P2P process delivery.	Essential		A	I	
	A thirst for knowledge, an inquisitive mind-set and drive to deliver expected	Essential		A	I	

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	results.					
	Resilient, energetic and willingness to engage with your team and key stakeholders in your quest to drive and deliver P2P Process Excellence.	Essential		A	I	
Our Values and Behaviours at DMU						
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential				
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential				
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential				
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential				

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence