

**Name:** Daniel Docherty  
**Job title:** Team Leader, Accounts Payable  
**Business Area:** GS&PS



I joined ML in September 2001 as a junior member of Accounts Payable. Six years on, I am now leading a much smaller team, but we have retained two of the original team members from that time.

The most challenging part of my role is balancing day-to-day management of my team with demands of the Merrill Lynch businesses that we support in London, and global vendors. A typical day would involve monitoring workflow and planning and allocation of tasks for my team, as well as dealing with queries from the business and vendors. I also have to provide daily statistics for our US managers. Additionally, I am the primary trainer for the EMEA Region accounting system, as well as providing Webex training and travelling to ML sites as and when required. Maintaining Accounts Payable controls are essential, and my daily call to my counterpart in Jacksonville helps us all to resolve shared issues.

I enjoy managing my team of four, and ensuring that all customers are given a high level of service, especially helping internal and external "customers" at all levels to resolve Accounts Payable issues. As a member of Merrill Lynch and the LGBT network, I enjoy meeting a diverse cross-section of employees. I also enjoy having the support of both my team and my manager and feel I can express views as and when needed.

One of my greatest achievements at ML has been when I was selected to represent the London Account Payable team at the ML Jacksonville, Florida Service Centre. I worked there for five weeks during 2003 assisting in the setting up and training of the Helpdesk over there. This now runs in tandem with our own Helpdesk in London to support ML Europe plc Accounts Payable Customers. I have since travelled to many ML offices to provide support and training, for which I have been awarded two Outstanding Achievement Awards.