

**Systems Finance Manager**

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| **Job Title:** | Systems Manager (Finance) | **Date:** | 7/12/2022 |
| **Reporting Line:** | Systems Accountant | **Salary:** | Grade 7 |
| **Team:** | Finance, Procurement & Audit Team | **Business Area:** | Corporate |

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| JOB PURPOSE |
| To take a proactive approach to the maintenance and development of the finance system and undertake system enhancements as required in response to the business requirements of the organisation, to work on finance system developments and to support organisational change programmes and improvements to processes and data quality. |

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| **KEY RESPONSIBILITIES** |
| 1. Manage and respond to requests and incidents raised via the Hornbill service desk system providing first class technical support and solutions, escalating issues where appropriate. 2. Work collaboratively with team members, system suppliers and other external bodies to resolve and provide updates on issues, faults and collaborative pieces of work ensuring response is within the agreed SLA. 3. Provide technical support and guidance in the use of systems. Produce reports, guidance notes and policy documents for the systems. 4. Provide procedural documentation to help non- technical colleagues understand technical problems. 5. Work with the Systems Trainers and directly with system users throughout the organisation to plan and provide training as required. 6. Assist with the running of User Groups within the Authority. 7. Support and administer finance-adjacent system functions and produce information for audit and other statutory functions. 8. Work in close conjunction with the Unit 4 Managed Application Service to capitalize fully on the expertise available. 9. Maintain all system administration functions as required by GMCA and to the supplier’s recommendations and standards. 10. Undertaking project work involving the loading and testing of new releases and upgrades to software prior to distribution including liaison with appropriate stakeholders and management of change control procedures for systems. 11. Work on the security of systems; ensure they comply with existing organisational standards, GDPR and any other relevant legislation. 12. Ensure that the quality and accuracy of data is to the standards required against internal and external measures. 13. Support functional development activities using appropriate products to ensure current and future requirements are fulfilled and maintain the reporting function including creating detailed queries/reports. 14. Participate in developing and maintaining a schedule for the data capture, data cleansing, user training and data archiving of various systems ensuring the different systems requirements are recognised and actioned. 15. Take a proactive approach to developing functional systems; keep abreast of advancements in the industry including advances in reporting tools and techniques. 16. Support the reporting requirement for the Local Transparency agenda. 17. Participate in product user groups and associated seminars in relation to the product.   **General**   1. Contribute to the design and delivery of key Systems Finance projects and interventions aligned to performance improvement. 2. Support the annual Finance activities within the team including performance reviews, salary reviews, engagement surveys and training analysis. 3. To develop trusted partnerships within the organisation and throughout GM. 4. Actively engage with the wider workforce to seek and listen to the views of staff to influence and improve workforce practices. 5. To ensure high standards of accuracy, professionalism and customer care. 6. Contribute towards developing policies relevant to your area of expertise. 7. To be committed to maintain your own skills and expertise. 8. Adhere to confidentiality of personal information and GDPR legislation. 9. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do. 10. Working with other teams across the directorate to ensure integration and alignment is maximised and supporting on activity where appropriate. 11. To be accountable for ensuring the organisation is compliant with its statutory duties under legislation in the relevant field e.g., Employment Act, Equality Act, General Data Protection Regulations etc.      1. Ensure that your approach to your work and your colleagues is inclusive and supportive of a diverse workplace. 2. This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties considered commensurate with the grade as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience**  Demonstrable experience of financial systems is essential  Formal qualification or practical experience in a computer-related discipline is desirable  Excellent ICT skills and literacy with extensive experience of Microsoft Office applications  An understanding of ITIL best practice  Systems administration experience of financial systems and particularly experience of working with Unit4 ERP (Business World On) is desirable  Experience of using System Development tools including SQL  Experience of using performance system management processes and tools and a variety of relational databases and tools  Working with confidential information and secure data  **Skills & Behaviours**  Excellent verbal and written communication skills including presentation and facilitation skills with the ability to build strong working relationships and convey complex information and guidance to stakeholders  Demonstrable skills in working on projects  Knowledge and experience of successful implementation, enhancement, and administration of finance systems  Ability to plan and prioritise workloads effectively and efficiently  Excellent analytical skills with the ability to collate, critically evaluate and present information from a range of sources |