

**Systems Manager (Finance)**

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| **Job Title:** | Systems Manager (Finance) | **Date:** | 14/12/2020 |
| **Reporting Line:** | Senior Finance Manager | **Salary:** | Grade 7 |
| **Team:** | Finance, Procurement & Audit Team | **Business Area:** | Corporate |

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

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| **KEY RESPONSIBILITIES** |
| 1. Introduce and monitor standards, procedures and contracts to maintain optimum service delivery of the finance system to industry best practice standards; 2. Project manage and undertake 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; 3. Provide technical support and guidance in the use of systems. Produce all reports, guidance notes and policy documents for the systems; 4. Administer the security of systems; ensure they comply with existing organisational standards, the Data Protection Act and any other relevant legislation; 5. Maintain all system administration functions as required by GMCA and to the supplier’s recommendations and standards; 6. Ensure that the quality and accuracy of data is to the standards required against internal and external measures; 7. Undertake functional development activities using appropriate products to ensure current and future requirements are fulfilled and maintain the reporting layer including creating detailed queries/reports; 8. Develop and maintain 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; 9. Provide procedural documentation to help non- technical colleagues understand technical problems; 10. Manage and respond to requests and incidents raised via the service desk system providing first class technical support and solutions, escalating issues where appropriate; 11. 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; 12. Undertake negotiations and contract meetings with suppliers of the system; 13. Work with the Systems Trainers to plan and provide training of system users as required; 14. Take a proactive approach to developing functional systems; keep abreast of advancements in the industry including advances in reporting tools and techniques, advising stakeholders of future developments; 15. Lead on the reporting requirement for the Local Transparency agenda; 16. Organise and maintain the running of User Groups within the Authority; 17. Attend product user groups and associated seminars in relation to the product.   **General**   1. Contribute to the design and delivery of key Finance projects and interventions aligned to performance improvement’; 2. Support the annual Financial activities within the team including: performance reviews, salary reviews, engagement survey and training analysis’; 3. To ensure that your team receives clear direction and management support they understand what is expected of them and what they need to achieve; 4. To draft and deliver reports and presentations within your area for circulation throughout the organisation; 5. To develop trusted partnerships within the organisation, practicing internal client management; establish and develop external networks throughout GM;      1. To manage and monitor the non-pay budgets across your area including contract management where applicable. Approving spend across the area and acting as a counter signatory as appropriate; 2. Actively engage with the wider workforce to seek and listen to the views of staff, GM partners and trade unions to influence and improve workforce practices; 3. To ensure high standards of accuracy, professionalism and customer care; 4. To develop policies relevant to your area of expertise; 5. To be committed to maintain your own skills and expertise; 6. To provide support and guidance with strict adherence to confidentiality of personal information and Data Protection legislation; 7. 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; 8. Working with other teams across the directorate to ensure integration and alignment is maximised and supporting on activity where appropriate; 9. 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 they 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 as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience**  Part qualified accountant or demonstrable experience of financial systems is essential  Formal qualification 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, experience of working with Business World On! is desirable;  Extensive experience of using System Development tools including SQL  Experience of using performance 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 project management skills  In depth 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 |