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| Last updated: | 17/05/2024 |

**JOB DESCRIPTION**

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| Post title: | **Financial Systems Manager** | | |
| Academic Unit/Service: | Finance | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of Transactions | | |
| Posts responsible for: | Financial systems accountants and Systems support staff | | |
| Post base: | Mix of Home and Office-based | | |

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| Job purpose |
| To lead the support & maintenance of the University’s Finance & Procurement Systems as the manager of the Financial Systems Support Team, ensuring the systems meets user requirements.  The role will be responsible for the maintenance and performance of Unit4 Business World (Agresso) and the effective integration with other systems on a day to day basis e.g. Planon, Banner Student Management, Zellis ResourceLink, WorkTribe. The post will lead the Financial Systems and Support Team within the Finance department of the University, enabling more efficient and effective use of financial IT systems and infrastructure. There will also be a requirement to engage with ongoing developments as the University utilises new technology, this will include working closely with the Finance and iSolutions Project leads. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Act as lead of the team maintaining, developing and implementing effective processes associated with the Finance & Procurement System within the University. This will involve gaining an understanding of the key current needs of the users of the system and how the system will meet those needs.   * Effective workload management and administration for all team members; * Review workload spread across the team (including KPI’s), reporting on distribution of tasks, implementing changes and ensuring priorities are met; * Take responsibility for managing the pipeline and project tracking for the team, including identification of key engagement dates for stakeholders; * Identify impacts of change for the relevant stakeholder groups in order to prioritise, plan, execute, monitor and control levels of business engagement and implementation; * Support communication efforts by liaising with team members to produce communication plans, promote change through effective communication to all stakeholders and ensure timely engagement with team members to develop support materials to share with stakeholders; * Ensure plans are reviewed regularly, information is robust and management information is available for reporting on a regular basis. | 50 % |
|  | Manage a system to support users of the system in their daily activities, providing advice and solutions to problems, as required. Liaise with the iSolutions level 1 ServiceLine function to identify software application issues and coordinate the finance systems team in resolving them.  Effectively manage a system and user security framework in accordance with best IT practice and to a standard acceptable to Internal & External Auditors. | 15 % |
|  | Produce reports and conduct analysis, as required, to verify the internal integrity of the system as part of the University’s internal control procedures.  Document the functionality of important systems and use processes to an appropriate standard to help maintain the team’s ability to support the day-to-day operation of the system. | 10 % |
|  | Liaising with users in the production of special enquiries and reports from the system, using system reporting tools and other appropriate software.  Liaise with users of the system to establish future requirements and ensure that these requirements are met in future systems developments. | 5 % |
|  | Manage arrangements for system training for new and existing users to ensure they are full equipped to use the system efficiently and gain maximum benefit from it. | 5 % |
|  | Manage future upgrades/service packs and advise the University on developments within the product range it may wish to take. | 5 % |
|  | Manage communications to systems users ensuring that they are kept informed of developments, issues and capabilities. Take a co-ordinating role in establishing and communicating with the group of System Super Users who will act as champions in their local departments | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Strong internal relationships will need to be fostered with technical, professional service and academic colleagues across iSolutions, Faculties and the wider University, to agree project aims and secure the resources to complete them. Including liaison concerning application issues, interfaces with other systems and all system upgrades  The post holder will be expected to work as part of the Transactions Team and work with the wider Finance Directorate.  The post holder will be expected to be aware of the activities and initiatives being formulated nationally and internationally that may impact Higher Education Finance and keep up to date with changing working practises. |

| Special Requirements |
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| Pro-actively maintain relevant level of professional expertise and qualifications to discharge the duties of their role |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree.  Proven experience of managing outcomes in a specialist field.  Proven project and/or people management skills.  Proven successful experience of working at a strategic level within a large, complex and multi-disciplinary organisation  An understanding of stakeholder groups and expectation management within a large organisation  Demonstrable ability to analyse and translate user requirements into technical solutions | Membership of relevant professional body.  PRINCE2 or similar project management qualification.  Knowledge of public finance and higher education | CV, certificates, references, interview, work experience |
| Planning and organising | Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy. | Experience of working in PRINCE2 | CV, references, interview, work experience |
| Problem solving and initiative | Able to identify broad trends to assess deep-rooted and complex issues.  Able to apply originality in modifying existing approaches to solve problems.  Confidence to challenge existing work practices and use a positive approach to problem solving. |  | CV, references, interview, work experience |
| Management and teamwork | Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to formulate development plans for own staff to meet current and future skill needs.  Able to provide expert guidance and advice to colleagues to resolve complex problems.  Able to proactively work with colleagues in other work areas to achieve outcomes. | Positive experience of dealing with resource issues | CV, references, interview, work experience |
| Communicating and influencing | Excellent communication skills to liaise with colleagues at all levels, within the team, the department and across the wider University, building relationships and understanding stakeholder’s differing needs.  Ability to persuade others to embrace and shape change proactively, develop and suggest new ideas, and manage significant ambiguity.  Able to interact with other areas of the organisation to generate and co-ordinate original ideas or developments.  Ability to produce clear and concise documentation and management information  Ability to present your ideas to a diverse audience to shape and influence changes of behaviour  Able to resolve tensions and difficulties as they arise. |  | CV, references, interview, work experience |
| Other skills and behaviours | Capacity to be flexible and adaptable. Ability to learn and developing new skills and techniques.  Attention to detail  Flexible approach to working  Willingness to undertake mix of challenging and more routine work items |  | CV, references, interview, work experience |
| Special requirements | Flexibility to work out of hours on occasion to meet user or service expectations |  | interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |