

JOB PROFILE

POST TITLE:	Finance Systems Assistant
GRADE:	D
DIRECTORATE:	Finance
RESPONSIBLE TO:	Finance Business Partner - Systems & Projects
LOCATION:	Leek Wootton, Warwick
JOB PURPOSE:	Supporting users of an integrated suite of Financial systems, providing systems support with a clear focus on excellent customer service.

MAIN RESPONSIBILITIES:

1. Ensure that users requests for service are properly logged, assigned and respond to in a timely manner and according to agreed standards and procedures and that the log entries provide sufficient detail for the resolution of subsequent request, faults and problems, and regularly issue KPI's for performance delivery.
2. Take ownership for the diagnosis and rectification of problems within available knowledge including the provision of information to users in known solutions, updates, known errors, changes in availability, new facilities etc. This includes identifying ways to improve the systems accounting area and raising them with their Line Manager.
3. Provide support to all finance system users, answering support queries via phone and email whilst maintaining a high degree of customer service and adhering to service management principles.
4. Escalating incidents/service requests that cannot be resolved within agreed timescales and provide ongoing communications with users.
5. Maintain and administer the environment for the financial system. To include completion of changes to user roles and administering access management to ensure ongoing integrity and prevent abuse of system information and facilities.
6. Manage the notification of system events in the most appropriate way including period and year end activities.

7. Maintain the Scheme of Delegation ensuring that any changes have the correct authorisation and are fully documented and auditable.	
8. Load any large journals on behalf of system users ensuring they comply with financial regulations.	
9. Support the Business Partner: Systems and Projects, with Period End and Year End duties in line with agreed timescales. This includes supporting the line manager in answering external and internal audit queries.	
10. Responsibility for the content of the finance intranet pages, ensuring content is accurate, relevant and meets users' needs.	
11. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required. This may involve assisting with Management accounting and/or Financial accounting tasks.	
Security level:	RV

PERSON SPECIFICATION

Knowledge:

- 5 Grade A-C GCSEs (including English & Maths).
- Demonstrable understanding of how finance system operate in a local authority organisation and how they aid financial management reporting.
- Awareness of the national and local financial and legal framework within which Police and Crime Commissioners and Chief Constable Operate.

Experience:

- Experience of working in a finance systems support role.
- Experience of operating a finance systems at a high level of skill (preferable e-financials).
- Experience of problem solving in the context of a system support role.
- Experience of working in a busy, customer facing environment dealing with a diverse range of customers with differing needs.

Key Skills:

- Excellent communication, interpersonal and listening skills.
- Excellent customer service skills with proven experience of working in a customer focused role, and dealing with colleagues with varying degrees of systems' ability.
- Demonstrate a flexible approach to working & be approachable.
- Ability to work as part of a small team in a busy environment.
- Ability to quickly absorb and understand finance systems and processes.
- Ability to fault fix and problems solve.

- Ability to take personal responsibility for own actions when resolving issues and problems.

BEHAVIOURS: PRACTITIONER

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level 1 of the CVF.

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