

Finance Systems Support Analyst

Finance

Overview	
Role Purpose	Supporting the efficient operation of all finance systems, including issue resolution within the finance systems function of Notting Hill Genesis (NHG)
Responsible for	<p>Supporting the effective operation of all finance IT systems, including the Sun accounting system and Compleat purchase order system (or any successor systems) through proactive maintenance and issue resolution.</p> <p>To own and manage Support Calls assigned to Finance Systems on the IT Helpdesk System, escalating issues where necessary.</p> <p>To be the first point of contact to resolve queries connected with all finance IT systems, managing user expectations and resolving issues in line with the Service Level Agreements agreed with the business.</p>
Reports to	Finance Systems Manager (P2P)
Line management	None
Tier	8
Expectation Level	Colleague
Role relationships	
Internal	Finance, IT, Staff throughout NHG
External	Finance IT Suppliers

Role accountabilities
<p>Technical Capability</p> <p>To support the effective operation of all finance IT systems, including the Sun accounting system and Compleat purchase order system (or any successor systems) through proactive maintenance and issue resolution.</p> <p>To own and manage the Finance Systems Mailboxes and Support Calls assigned to Finance Systems on the IT Helpdesk System, escalating issues where necessary.</p> <p>To be the first point of contact to resolve queries connected with all finance IT systems, managing user expectations and resolving issues in line with the Service Level Agreements agreed with the business.</p> <p>To create and maintain the User Accounts for the Sun accounting system (or any successor system), ensuring that users are placed within appropriate user groups, and set up on Infor Q&A.</p> <p>To create and maintain the User Accounts for the Compleat purchase ordering systems (or any successor system), ensuring that requestors are placed within the correct Security Profile and approvers are set up in line with the Authorised Signatory List in the Financial Regulations.</p>

Role accountabilities

To create and amend all account codes, project codes, cost centres on the Sun accounting system (or any successor system) as requested by the authorising managers within the finance department.

To maintain, create or update Approval Chains within the Compleat purchase order system (or any successor system) ensuring that approvers are set up in line with the Financial Regulations.

Stakeholder Management

To build and maintain a good working relationship with the NHG IT team and external system/software suppliers to ensure that the finance systems are fully embedded into the overall IT strategy.

To own and monitor progress of support requests raised with external vendors and ensure that users and other interested parties are kept informed on a timely basis.

To support the delivery of finance IT systems projects as directed by the Finance Systems Manager or Head of Finance Systems, ensuring that finance needs are fully taken into consideration.

To update procedure manuals for all finance system and support training of staff on all finance systems, including new configurations of the existing systems, ensuring that correct usage is embedded.

To electronically process and file all the new setup forms for all finance systems (or any successor systems) e.g. SUN User Account Forms, Compleat User Account Forms, Authorised Signatory Forms, Account Code Setup Forms, Customer Account Setup Forms, Cost Centre Setup Forms.

To own and manage the staff leaver process for finance IT systems, ensuring staff have been deleted and open orders on the Compleat purchase order system (or any successor system) have been transferred/closed as required.

Reconciliations and interfaces.

To run the weekly and monthly interfaces on the Sun accounting system (or any successor systems) including Northgate, Plentific and KX, and any other systems.

To perform monthly reconciliations between the Compleat purchase ordering system (or any successor system) and Sun accounting system (or any successor system) as directed by the Finance Systems Manager or Head of Finance Systems.

To carry out that month end closing procedures on the Sun accounting system (or any successor system) and Compleat purchase order system (or any successor system) to prevent further postings for that month.

To carry out any system housekeeping exercise including closing unused cost centres, account codes, customer codes, supplier codes, project codes or similar duties.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)

Essential

Desirable

<ul style="list-style-type: none"> • Experience of implementing and maintaining a robust finance IT systems control environment ensuring that all reconciliations and postings are carried out to timetable and an appropriate standard • Experience of working with large volumes of financial transactions on computerised financial systems • Practical experience in maintaining financial records and undertaking reconciliations. 	<ul style="list-style-type: none"> • Knowledge of working within the registered provider sector, or not for profit organisation. • Demonstrable experience of purchase order systems, and their interface with the finance IT accounting system
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Skills

Essential	Desirable
<ul style="list-style-type: none"> • Demonstrable ability to deliver training to staff on all finance systems, in both classroom and “one to one” settings • Demonstrable ability to produce clear procedure notes in plain English that explain to users exactly what is required in terms of use of systems • Excellent PC skills including Microsoft Word, and advanced Excel. 	<ul style="list-style-type: none"> • Experience in analysing and extracting data from SQL database

Qualifications and/or professional membership

Essential	Desirable
<ul style="list-style-type: none"> • Part-Qualified Accountant (ACCA/ACA) or equivalent 	None

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a **Colleague LEVEL** expectation level and therefore you should refer to the **Colleague LEVEL** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.