

Finance Systems Analyst

> Directorate > Team/department

What's it all about

As the Finance System Analyst, you will support the effective operation of all finance IT systems and interfaces. You will be the first point of contact to resolve queries connected with all finance IT systems queries, ensuring user expectations and issues resolutions are in line with the Service Level Agreements.

How you'll make a difference

As an integral member of the Finance team, you will drive a customer centric ethos and continuous improvement culture within our Finance team, ensuring all finance services deliver the best outcomes for our residents.

How you'll do it

- First point of contact for issue resolution and queries connected with all finance IT systems.
- Resolve routine issues, collaborate with cross-functional teams to escalate and document more complex cases, contributing to overall team success.
- Ensuring stakeholder change request are promptly actioned subject to their adherence to chart of Account design framework.
- Act as the system custodian ensuring the completeness and integrity of the finance IT system. Assist in the development of finance systems controls to ensure they are robust and efficient.
- Maintaining, creating or updating the Approval Chains/ workflow within the D365 purchase order system ensuring that approvers are set up in line with the Financial Regulations.
- 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. Proactively help users utilize system functionality.
- Document and track user queries and resolutions for future reference, helping to maintain a knowledge base for the team.
- Carry out finance system tasks including month end tasks. Monitor and troubleshoot all jobs, including weekly and monthly interfaces,

to ensure they are running correctly and scheduled correctly to meet the requirements of NHG Reporting Calendar.

- Maintain the User Accounts for the purchase ordering systems, 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.
- Support the delivery of continuous performance improvements across the finance function.
- Support the setting of departmental delivery standards and provide training where required.
- Support the annual interim and final audits delivery from a finance system perspective.
- Support the tracking and reporting departmental performance in relation to predetermined KPIs to enable corrective actions where necessary.
- Hybrid arrangements - at least two days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document**.

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Demonstrable experience of working with a finance IT system; specifically, a D365 accounting system.
- Experience of maintaining a robust finance IT systems control environment.
- Prior experience of working with large volumes of financial transactions on computerised financial systems.
- Hold or studying towards a CCAB recognised accounting qualification with supporting CPD.
- Good understanding of Finance processes and procedures; strong understanding of finance systems and data management.
- Ability to meet deadlines, handle multiple priorities, and perform job responsibilities with minimal supervision.
- Strong analytical skills with a keen eye for detail and a problem-solving approach to finance systems challenges.
- Knowledge and / or an interest in developing SQL skills, including the creation of queries and transforming data into reporting and analytics, is a plus.
- Be a confident and experienced role model and leader, ensuring you reflect the values of the organisation.
- Strong communication and interpersonal skills for diverse audience engagement; work collaboratively with internal and external stakeholders.
- Uphold ethical principles including integrity, objectivity, professional competence, confidentiality, and professional behaviour.