



## Candidate Information

<b>Position:</b>	Finance Business Improvement Manager (2 years)
<b>School/Department:</b>	Finance
<b>Reference:</b>	19/107340
<b>Closing Date:</b>	Monday 29 April 2019
<b>Salary:</b>	£40,792 - £50,132 per annum (potential to progress to £53,175 per annum through sustained exceptional contribution)
<b>Anticipated Interview Date:</b>	Tuesday 7 and Wednesday 8 May 2019
<b>Duration:</b>	2 years

### JOB PURPOSE

The postholder will play a lead role within the Finance Directorate in the ongoing transformation of finance processes, including record to report, order to cash and procure to pay, through the design, development and implementation of business improvement projects. The role will co-ordinate analysis of current business processes and policies, and work with senior managers to prepare proposals for projects, develop the business requirements, and undertake project implementation and monitoring, as well as change management activities. A key focus of the role is to support a move away from processing and retention of paper based records and to ensure continuous business improvement.

This post is available for two years.

### MAJOR DUTIES:

- Based on the prioritised Development Plan, the individual will undertake reviews of As-Is business processes and working practices to improve the effectiveness and efficiency of finance operations, whilst maintaining a sound internal control framework.
- Use data analysis to inform proposals and lead workshops to review the As-Is. Identify opportunities for improvement, design To-Be processes, assess impacts and benefits, as well as policy changes required.
- Re-engineer current processes, work with stakeholders to achieve buy in. Incorporate best practice into processes with a focus on data quality, efficiency, standardisation, internal controls and digitisation. Work closely with the Financial Systems & Business Support team in design and functional specification development, where system developments are required. Prepare business process documentation.
- Co-ordinate change management activities for initiatives. Lead on the development of training materials, desk manuals, and end user procedures and deliver training.
- Build positive relationships within the Directorate, across the University, and with third parties. Incorporate end user engagement into all activities. Champion business process excellence, efficiency and continuous improvement.
- As part of specific initiatives work closely with Finance Service Desk staff to understand the root cause of calls to the Service Desk, plan and implement interventions to address underlying issues.
- Prepare and maintain a detailed plan of activity. Produce high quality documentation for project groups and steering groups. Be responsible for project documents and file maintenance. Report on progress against key milestones and provide status updates on a regular basis. Escalate issues on a timely basis. Prepare benefits realisation plans and develop KPI reports.
- Undertake any other duties required by line manager.
- Ensure all decisions are informed by a clear understanding of financial and commercial issues.

### Planning and Organising:

- Highly organised, self starter, with the ability to work on own initiative.
- Plan and organise individual and/or team activity with an appreciation of longer term and strategic issues, ensuring plans complement and feed into broader operational plans.
- Manage conflicting priorities in an environment of competing needs and changing priorities.

### Resource Management:

- Able and willing to challenge the status quo to deliver efficient and effective practices in the Finance Directorate.

**Communication and Interpersonal Skills:**

- Verbal communication - demonstrates ability to interact with stakeholders, facilitate sessions and communicate with a high degree of initiative and diplomacy. Ability to present to senior stakeholders and programme boards.
- Demonstrate ability to produce written reports, proposals and project updates to a high standard.
- Able to work as part of a team, supportive of colleagues and able to provide assistance to others as required.

**Internal and External Relationships:**

- Work collaboratively on a daily basis with Finance colleagues, to realise objectives of the Finance Directorate.
- Build relationships and work with staff at all levels across the University.

**ESSENTIAL CRITERIA:**

- Honours Degree (or equivalent qualification) in any subject.
- Minimum 5 years' relevant experience in a finance environment.
- Experience of business process analysis, mapping and re-engineering and change initiatives in a large organisation.
- Experience of project managing business improvement projects involving multiple stakeholders, to timescale and to agreed objectives, using process redesign tools and methodologies.
- Experience of designing and developing processes, procedures and training materials and communicating these through a range of mediums, including training programmes.
- Well developed communication and interpersonal skills with a strong customer service focus, and an ability to engage and influence colleagues and external stakeholders.
- Knowledge and understanding of policies, practices and procedures relevant to role.
- Understanding of how technology can be exploited to underpin, enhance and support business processes.
- Excellent oral and written communication and interpersonal skills.
- Well-developed analytical and problem solving ability.
- Ability to deliver presentations / financial training to a range of audiences.
- Ability to monitor performance effectively and set and achieve clear objectives.
- Able to work on own initiative and as part of a team.
- Ability to travel for work related purposes, when required, for short periods of time.

**DESIRABLE CRITERIA:**

- A member of a recognised accountancy body (ACA, ACCA, CIMA, CIPFA or equivalent).
- A formal accounting qualification or equivalent understanding of accounting principles.
- Experience of implementing business process redesign using LEAN and/or other best practice project methodologies.
- Experience in the use of complex computerised accounting and reporting systems.
- Experience of Agresso Business World.
- Experience of the HE sector.