

Candidate Information

Position:	Finance Training and Relationship Manager (2 years)
School/Department:	Finance
Reference:	19/107346
Closing Date:	Monday 29 April 2019
Salary:	£40,792 - £50,132 per annum (potential to progress to £53,175 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Tuesday 7 and Wednesday 8 May 2019
Duration:	2 years

JOB PURPOSE:

- Lead the delivery and development of the Finance Training Programme which is targeted at all University staff at all levels. Ensure appropriate linkages are embedded between training materials and policies and procedures.
- Determine the most appropriate finance training, sourcing and delivery routes to ensure best value to the University. This will include content, design, creation and face to face delivery and making best use of training resources available, in conjunction, with other HEI's and through, the British Universities Finance Directors Group (BUFDG).
- Design and deliver relevant engaging, effective, high quality financial training sessions, manage existing training materials and design new materials in a variety of formats.
- Monitor effectiveness of the Finance Training programme in terms of both quantitative and qualitative KPI's. Assess the extent to which benefits and capacity building is being realised through the programme.
- Design and implement a training communication strategy making best use of corporate communication channels and new technologies.
- Responsible for supporting Finance line managers in undertaking training needs analysis, and co-ordination of training interventions for Finance staff.
- The postholder will lead the Directorate in maintaining and developing its communication and relationship building strategy, by ensuring the Directorate is customer facing at all times, reflecting the commitment of the Directorate to deliver an excellent service to the University community as well as external stakeholders.
- Lead out on the roll-out and embedding of the Finance Directorate's Mission, Vision and Values and develop a suite of and report on KPIs in support of the Directorate's service provision.
- Promote and develop a culture of strong customer service among Finance Directorate staff. Work with Finance teams to identify changes to make procedures, policies and guidance more customer focused.
- 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 an improved customer facing focus in all areas of the Finance Directorate.
- Develop best use of training resource.

Communication and Interpersonal Skills:

- Excellent interpersonal skills – fosters good working relationships with stakeholders; be a self motivated individual with a demonstrable commitment to quality.

- Verbal communication - demonstrates ability to interact with stakeholders, facilitate sessions and communicate with a high degree of initiative and diplomacy.
- Deliver presentations / financial training with impact to a range of audiences with differing levels of financial skills.
- 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 with finance colleagues, to realise objectives and vision of the wider Finance Directorate and financial strategy.
- Build relationships at all levels across the University with staff inside and outside the Finance community and with external finance training providers.

ESSENTIAL CRITERIA:

- Degree (or equivalent qualification) in any subject.
- A member of a recognised accountancy body (ACA, ACCA, CIMA, CIPFA or equivalent).
- Minimum 5 years' relevant experience in an accounting/finance environment.
- Experience of developing, delivery and organisation of finance training to end users.
- Experience of disseminating financial policies and procedures.
- Understanding of how technology can be exploited to underpin, enhance and support financial training and communication plans.
- Excellent communication and interpersonal skills with a strong customer service focus and an ability to engage and influence colleagues and external stakeholders.
- Well-developed analytical and problem solving ability.
- Ability to deliver presentations / financial training to a range of audiences with differing levels of financial skills
- 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:

- Knowledge and experience of customer service standards
- Knowledge and use of website content management systems
- Knowledge of social media systems and approaches to communications
- Experience of Agresso Business World