



## Candidate Information

**Position:** Financial Systems Manager  
**School/Department:** Finance  
**Reference:** 22/110453  
**Closing Date:** Monday 30 January 2023  
**Salary:** £43,414 - £53,353 per annum.

### **Job Purpose:**

A member of the Financial Systems and Business Support Team, the post-holder will provide a critical role in the management, development and maintenance of all finance systems and processes across the University including the ongoing development of the Queen's University Finance System (Qfis) and other core finance systems.

Reporting to the Head of Financial Systems and Business Support the postholder will support the delivery of Financial Systems Development Programme and provide strong leadership to the Financial Systems team and the financial systems user base across the University.

The post-holder will be responsible for regularly reviewing performance and providing training, coaching, and developing staff ensuring compliance with Queen's University Belfast values and behaviours.

### **Main Activities/Responsibilities**

#### **Finance Systems Support:**

1. To manage the Finance Systems and Business Support service desk team to deliver day to day finance systems support and processes ensuring statutory and regulatory requirements are complied with including month end / year end processing.
2. To provide specialist advice and support to university staff at all levels in relation to the use of the finance systems to both ensure the systems meet the requirements of the business and to ensure customer needs are met in a prompt and professional manner.
3. Responsible for commissioning, delivering and co-ordinating internal and external financial systems training. To assist in the planning, design, development and delivery of user training on existing and new financial systems.
4. Provide regular statistics and analysis on service desk call volumes to assist with identifying service delivery improvements and efficiencies.

#### **Finance Systems Development:**

5. To understand, document, design and assist in the delivery of requirements on projects that the Financial Systems and Business Support team are undertaking. This will involve consultation to understand the current and future capabilities and requirements, and utilising or improving the current functionality of the system(s) in question.
6. Provide ongoing support to the Head of Financial Systems and Business Support in the management and delivery of systems accounting projects including the governance, initiation, design, development, testing and implementation to ensure the needs of the Finance Directorate and stakeholders are met.
7. Responsible for the ongoing development of Financial Reporting to meet business and user needs.
8. To provide expertise where required, to other projects interfacing with the current financial systems ensuring that user acceptance testing is rigorous and approved in line with change control procedures.

#### **Digital Transformation:**

9. Drive the use of new Digital Technologies within the Directorate including (but not exhaustive) Microsoft 365, Power BI, workflow based products whilst being an advocate for change and process improvement.
10. Advise senior management on effective utilisation of the Finance technology whilst proactively proposing improvements or enhancements to policies and processes linked to best practice Digital Transformation.

11. Work with key users and stakeholders to assess the effectiveness of Finance information provided, identifying and developing new analytics solutions through deployment of Power BI and / or other reporting options. Act as a key advocate for Finance reporting and its capabilities.

**Other:**

12. To manage the performance of the Finance Systems Team. This will include staff development, resource management, appraisals and delegation of work to achieve specific objectives ensuring agreed strategies and plans are achieved.

13. Ensure a robust control environment operates within financial systems and that data quality is maintained.

14. To represent the Financial Systems and Business Support Team and the Finance Directorate and provide financial systems expertise in a range of forums including multi-disciplinary teams, committees, Steering and Working Groups. Provide administrative assistance to the Financial Systems Digital Programme Board and User Groups.

15. Maintain awareness of internal and external developments that may influence the future development strategies in Finance and the Higher Education sector. Keep abreast of legislative requirements that influence the service provided and/or data retained in the system.

16. Carry out any other duties which are appropriate to the post as requested by the Head of Financial Systems and Business Support.

**Planning and Organising:**

1. Highly organised, self starter, with the ability to work on own initiative.

2. Plan and organise own workload on a daily, weekly and monthly basis to organise workloads across multiple developments, deal with conflicting priorities and to ensure support tasks to meet completion dates.

3. Manage conflicting priorities in an environment of competing needs and changing priorities.

4. Provision of regular status updates to the Head of Financial Systems and Business Support during implementation through to analysis of results, providing recommendations and review of best practice to senior management to conclude the activity.

**Resource Management Responsibilities (E.G. People, Finance, Equipment):**

1. Direct the work of supporting staff and allocate resource to best meet the Financial System and Business Support's competing needs and deadlines.

2. Responsible for the preparation of documentation for a range of activities within the team (both operational and project based).

3. Oversee any allocated project resources specific to a development project.

**Internal and External Relationships:**

1. Provide professional financial systems and reporting expertise and guidance at senior levels across the University and through representation on a number of groups.

2. Represent and promote the Finance Systems and Business Support team, Finance Directorate and University at both internal and external meetings.

3. Work closely with stakeholders to listen and respond to business requirements and develop and improve perception and performance of the systems.

4. Liaise with and engage with key contacts and system users at all levels in the wider University including Information Services, external consultants and software providers.

5. Networking with managers through the relevant user and professional groups to gain insight into application of best practice approaches.

**Essential Criteria:**

1. A Degree which includes a substantial element of Accounting or Information Technology. OR; Qualified accountant in one of the following bodies: CIMA, ACA, ACCA, CIPFA or CPA.

2. Significant experience (gained within the past 5 years) in developing and maintaining financial systems in a large complex organisation.

3. Evidence of successfully delivering financial system support and advice to internal and external clients with a strong customer and service delivery focus.

4. Experience in provision of financial information and advice to senior management.

5. Experience in management of a team.

6. Experience of committee servicing, including preparation of agendas and papers and minute taking.

7. Experience in report writing including browser development.

8. Advanced Excel skills and use of other MS Office / MS365 applications.
9. Strong understanding of workflows and ability to troubleshoot system related issues.
10. Have a knowledge of the issues affecting Finance departments, and how systems can be used to enhance their effectiveness and efficiency.
11. Strong analytical and reporting skills with a demonstrated ability to devise effective solutions in the operation of financial controls.
12. Evidence of the ability to remain resilient and professional when dealing with challenging issues, circumstances and individuals.
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14. Demonstrable skills in collecting, reviewing, analysing, and interpreting data and ability to assess data quality.

**Desirable Criteria:**

1. A Higher degree or professional qualification in Business related or Information Technology discipline.
2. Prince 2 Qualified.
3. ITIL qualified.
4. Experience of Unit4 Business World ERP.
5. Experience of change management processes and guiding a business through systems process and organisational change.
6. Experience of report writing within a Business Intelligence software environment, for example Power BI / IBM Cognos / OBIEE / Business Objects or similar.
7. Experience of other systems e.g. ITESoft (OCR), IBM Planning Analytics, Advanced.
8. Experience in the use of SQL.
9. Have an understanding of the impact of wider University issues and developments within the HE Sector.