

Candidate Information

Position: Training and Service Liaison Officer
School/Department: Finance
Reference: 22/110495
Closing Date: Monday 30 January 2023
Salary: £29,619 - £34,308 per annum
Duration: Permanent

JOB PURPOSE:

The postholder will assist in the development of the Directorate's communication and stakeholder engagement strategy to ensure Finance teams are customer facing, reflecting Finance's commitment to deliver an excellent service to the University, and to external stakeholders. The postholder will support the development and delivery of a comprehensive Finance Training Programme resulting in improved financial awareness and knowledge across the University and will co-ordinate the maintenance of the Finance website, Intranet and Finance Staff Hub.

MAJOR DUTIES:

1. Assist in the co-ordination of a communication and relationship building strategy, to ensure the Directorate is customer facing at all times, reflecting the commitment of Finance to deliver an excellent service to the University community internally, and to external stakeholders.
2. Assist in the dissemination of the Finance Directorate's Mission, Vision and Values and develop consistent branding and collateral for all communications and promote and develop a culture of strong customer service among Finance Directorate staff.
3. Support the delivery and development of the Finance Training Programme and run a professional, extensive, training programme offered through a variety of modes of delivery, using a combination of external partners, and internal resources, ensuring value for money is achieved. Make best use of training resources available through the British Universities Finance Directors Group (BUFDG).
4. Assist in the design and delivery of relevant engaging, effective, high quality finance training sessions; manage existing training materials and design new materials in a variety of formats. Ensure training materials are consistent with Finance policies and procedures, as disseminated on the Finance Staff Intranet.
5. Monitor the 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.
6. Assist in the design and implementation of a training communication strategy making best use of corporate communication channels and new technologies.
7. Co-ordinate the ongoing update and refresh of the Finance external website, Finance Intranet for University staff, Finance Directory of Services and the Finance Staff Hub.
8. Support in the change management, communication and training aspects of the Finance digital strategy to ensure successful project delivery and benefits realisation.
9. Work with Finance teams to identify changes to procedures, policies and guidance to make them more customer focused.
10. Support Finance line managers to undertake training needs analysis for Finance staff, and co-ordinate an annual training plan for staff in the Finance team.
11. Undertake any other duties required by line manager.

ESSENTIAL CRITERIA:

1. Qualification in training, customer service or a related discipline.
2. Individuals with alternative qualifications but with substantial experience of carrying out duties in the job description may be considered.

3. Minimum of 2 years' relevant experience in supporting the delivery of training programmes and or stakeholder engagement / communications.
4. Excellence communication and interpersonal skills with a strong customer focus and an ability to build strong relationships with internal stakeholders.
5. Project experience with a track record of successfully supporting the management of projects, end to end.
6. Understanding of how technology can be exploited to underpin financial training and communication plans.
7. Excellent oral and written communications skills.
8. Ability to work on own initiative and as part of a team.

DESIRABLE CRITERIA:

1. Knowledge and use of website content management systems and social media.
2. Experience of the HE Sector.