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| **Role title:** | Finance Systems Assistant | **Responsible to:** | Finance Systems Analyst |
| **Division:** | Finance | **Department:** | Finance |
| **Direct Reports and Level:** | No direct reports | **Scope:** | Financial systems across the MPS Group |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core2 | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The Finance Systems Assistant will support in delivering the divisional systems strategy, aligned with the overall systems and data strategies of the Group.  The role will assist the development, maintenance, and administration of key systems within the Finance division, enhancing existing functionality and ensuring strong foundations for the future. This will involve building excellent relationships with stakeholders, including third-party suppliers and partners, to ensure MPS gets the most out of system functionality.  The role will work closely with finance systems users, providing first line support where required and performing system administration tasks. The role will support with both digital and change initiatives across the division, assisting with testing system changes and ensuring that a fully tested approach is taken to changes made in the systems, documenting all testing that is carried out and any issues that may arise. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**:   * Conduct the day-to-day administration and provide first line support for key finance systems. * Manage user access ensuring that starters, leaver and movers processes are followed and supporting periodic user access reviews. * Documenting support activities for key finance systems, ensuring there is a full document repository to refer to for support. * Provide testing of system changes, ensuring that a fully tested approach is taken to any changes made in the systems. Documenting all testing that is carried out and any issues that may arise from this. | * Performance vs SLAs * Quality of documentation for processes and testing performed |
| **Financial**   * Support in delivering operational budgets, ensuring appropriate system controls are maintained, particularly in the purchasing system. | * Operational budget Vs Plan |
| **Member**   * Contribute to the overall Member experience across MPS, ensuring finance systems are available and data is processed accurately. * Support continuous improvement and lean system developments to drive operational efficiency and improve Member experiences and outcomes. * Promote an environment that ensures fair treatment and outcomes for Members as well as compliance with associated policies and standards set by Council, its committees and delegated authorities. | * Net promoter score * Complaints/root cause analysis |
| **People**   * Take personal accountability for own training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and compliance with all governance, policy standards and processes. * Take an active role in promoting an inclusive environment which aligns with our commitment to celebrate and promote diversity. * Build systems-based skills for users through guidance and documentation provided in the support process. | * Improved colleague understanding and awareness of digital mindset * Delivery of Personal Development Plan Vs Plan * One-to-one/performance review meetings Vs Plan |
| **Risk**   * Support an environment where all colleagues recognise the importance of risk identification and management. * Ensure any risks identified within key systems are appropriately flagged, allowing for their monitoring and review on a regular basis. * Ensure appropriate and auditable business processes and system controls are maintained for the division to operate within risk appetite. * Comply with policies and regulatory requirements (as applicable). * Support the testing of implementations to mitigate risks. | * Risk & Control Self-Assessments * Audit Actions * QA Outcomes * Conduct risk * Financial risk * Reputational risk |

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| **Responsibilities (RACI)** |
| * Provide first line support for key finance systems, ensuring queries are dealt with appropriately while maintaining system controls. * Manage user access for key finance systems, following the relevant starters, leavers and movers process and appropriately managing system access including periodic access reviews. * Assist the finance team with month end processes, running key reporting in systems and closing the ledgers. * Assist with testing of system changes, ensuring that a fully tested approach is taken to any changes made in the systems. Documenting all testing that is carried out and any issues that may arise from this. * Document support activities for finance systems, ensuring that there is a full document repository to refer to for support. * Support the training activities/drop-in sessions for operational teams, helping to build knowledge and share best practice. * Undertake other duties and tasks that from time-to-time may be allocated to the role and which are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** |  | * Strong organisation skills * Ability to troubleshoot and identify technical issues * Critical thinking – ability to analyse information and pose appropriate challenges * Detail orientated and diligent * Time management – ability to meet deadlines and effectively prioritise tasks * Innovative, flexible self-starter with excellent analytical skills. * Strong IT literacy skills. |  |
| **Desirable** | * Knowledge of financial and/or management accounting. * SQL query build and development. * Knowledge of Unit4 Financials, Proactis (P2P/S2C), and/or Certify. * Understanding of the lean system development principles. | * Excellent communicator – ability to communicate to a broad audience * Excellent people skills, driving strong colleague engagement. | * Experience of financial services, insurance or other regulated environments * Experience of working in a global business. * Experience working on change projects as part of a larger team. |