1. Job Details

Job title: Training and Support Officer
School/Support Department: Finance Department
Line manager: Systems Accountant

2. Job Purpose

To deliver effective and efficient training on the use of corporate financial systems and associated financial procedures and to assist in the development and enhancement of corporate financial systems

3. Main Responsibilities

Approx. % of time

1. Co-ordinate, administer and deliver training on financial systems and processes and to promote efficient and effective use of the systems across the university; to ensure that accounting rules and financial control principles are adhered to and that users fully understand the systems together with the regulatory framework 35%

2. Design and develop training materials to ensure optimum and efficient use of all financial systems and compliance with financial procedures and regulations 10%

3. To ensure training resources are used effectively by undertaking training needs analysis to ensure that staff are provided with appropriate training 5%

4. To analyse requirements and develop new Financial Systems solutions to meet the operational requirements of the University and develop associated policies and procedures to ensure that financial controls are maintained, system security is not compromised and legislative requirements are complied with 20%

5. Assist with the project management of developments, upgrades and enhancements of corporate finance systems 20%

6. Provide help and advice to staff at all levels, on current financial systems operation and policy. 10%

4. Planning and Organising

- Use new technology to its best advantage
- Understand complex business processes in order to assist in project implementation
- Identify the best way to meet the requirements of the project
- To work independently to ensure that day to day work is managed
- To plan and organise customer focussed training on corporate finance systems
- To develop roll out strategies for corporate financial systems.
- Input into the planning process for more complex projects.
- Contribute to the development of the Financial Systems Strategy and to annual planning

5. Problem Solving

- To highlight areas of concern and identify solutions
- To help ensure projects run to time and to specification
- To assist in identifying business requirements and solutions to problems
- Maintain pace with software, legislative and technology changes
- Identify the most appropriate methods of training delivery
- Understand complex business processes in order to deliver effective training and assist with project implementation.
- Ensure training/developments conform to legislation, accounting standards and audit guidelines.
- To provide advice to help desk staff in trying to resolve user queries

6. Decision Making
• Work autonomously on problems and issues, and develop specifications, as directed by senior management
• Assist in determining what approach to use to solve problems, what methods to employ to successfully complete a project or deliver training, and what resources should be allocated to work
• Must use initiative to respond effectively to changing priorities.

7. Key Contacts/Relationships

• Provide training to all levels of university staff.
• Liaise with staff from M.I.S. on technical hardware/software issues.
• Direct contact with the development and support staff of external software suppliers
• Communicate with staff at other universities and related organisations
• Liaise with key stakeholders, to develop specifications and understanding of business requirements

8. Knowledge, Skills and Experience Needed for the Job

• Educated to degree level, preferably with a relevant degree in IT or Finance, and a Part-qualified Accountant or minimum 3 years relevant work experience within a large complex organisation
• Must be proficient in operating a wide range of systems including; eFinancials, eProcurement, WebFirst, eExpenses, eInternal Transfers, online payments via ERA, Document Management, Corporate HOBS, BACS, Authorisations Database, e-Remittances, Sciquest,
• Require excellent IT skills preferably with sound knowledge of Oracle, HTML, SQL, Windows, Excel, Word, Access, PowerPoint, Business Objects, Dreamweaver, Frontpage, and all web browsers
• Able to communicate effectively
• Experience of providing training on financial systems and procedures
• Ability to work independently, as well as cohesively as part of a team

9. Dimensions

• Approx. no. of staff the job affects directly 3000 systems users
• Over 15 corporate finance applications requiring training, support and development.
• Manage 12 major interfaces to other corporate applications
• Significant systems volumes increasing complexity and diversity of work e.g. two million general ledger transactions, 70,000 purchase orders, 200,000 invoices paid, 40,000 sales invoices per year, £200M staff payments, £400M Turnover

10. Job Context and any other relevant information

• Along with accounting, an extensive and up-to-date knowledge of Information Technology is required, and the ability to relate these to the University’s needs. The job must also be performed within the legislative framework, audit guidelines and accounting standards.