1. Job Details
   - Job title: Payroll Technical Support Manager
   - School/Support Department: Finance Department
   - Line manager: Assistant Director of Finance

2. Job Purpose
   To manage the finance, payroll and pensions functionality within the Human Resources Management System and the operational integrity of the payroll system to deliver an effective service, compliant with legislation and university regulations;

3. Main Responsibilities

<table>
<thead>
<tr>
<th>Approx % of Time</th>
<th>Description</th>
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<tbody>
<tr>
<td>25%</td>
<td>1. To manage the development and enhancement of the integrated HRMS system from a Finance perspective and ensure the integrity of payroll/pensions is not compromised.</td>
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<tr>
<td>20%</td>
<td>2. To advise users, internal and external groups over the utilisation of the system; to anticipate and manage changes to the system to reflect employment legislation, Treasury updates and new functionality; to plan progress and service reviews with colleagues and external customers; to advise senior management on systems implications of changes</td>
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<tr>
<td>15%</td>
<td>3. To manage section work, project resources and resource conflicts to ensure project milestones met. To plan work in order to meet all operational and project deadlines. To contribute to the development of finance systems strategy</td>
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<tr>
<td>30%</td>
<td>4. To ensure the operational integrity of the HRMS system from a Finance prospective; to resolve system problems or decide best escalation procedure e.g. to Oracle; to plan and support for testing fixes and software upgrades</td>
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<tr>
<td>10%</td>
<td>5. To manage time critical month and year end processes e.g. costing extracts and production of HM Revenue &amp; Customs information, budget changes</td>
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4. Planning and Organising
   - Project management of corporate financial systems approved by FPSSG/ITC/CMG. Projects are complex, multi-year, corporate developments. This entails identifying, estimating and scheduling resources required often across several schools/departments, monitoring expenditure against budget; ensuring that deadlines are met; ensuring that specifications are complied with and objectives achieved; planning implementation and roll-out in accordance with other corporate priorities
   - Contribute to the strategic planning and development of corporate finance systems
   - Progress the development and enhancement of financial systems, including future development planning, while establishing, implementing and documenting administrative procedures
   - Plan and organise the workload of the support staff in the medium and long term horizons, organising a constantly expanding workload within resource limitations

5. Problem Solving
   - Determine the best course of action to solve problems arising with new or existing systems and procedures. This must be done while complying with, and anticipating changes in, the legislative framework, audit regulations and accounting standards and must ensure the integrity and availability of essential corporate financial data
   - This work can be carried out either leading a team of users, MIS and Finance staff along with external consultants, or working alone
   - Strategic direction is received from the university strategic financial systems policy
   - An innovative approach is most often required, as new developments are often complex and have no previous model to refer to
   - Evaluate and respond to financial systems user requirements and provide advice to all levels of University staff on Financial Systems while facilitating the management of change
6. Decision Making
- Decide what projects to undertake, and in what order, and plan use of resources on projects
- Determine what approach to use to solve a problem and produce innovative solutions
- Determine what methods to employ to successfully complete a project
- Identify what external consultancy resources are required and their best utilisation

7. Key Contacts
- Manage a team of professional and support staff and report directly to Assistant Director
- Liaise with Internal and External Audit in relation to system controls
- Liaise with external suppliers to ensure the required level of service e.g. Oracle or Cedar
- Represent the University internally and externally on various committees and user groups
- Advise senior managers on the best methods of improving systems use
- Provide advice, expertise and direction to Heads of Departments, and senior managers throughout the University on all Financial System related matters
- HM Revenue & Customs Account Manager and Liaison Manager
- Interviewing key stakeholders to gather user requirements for system design

8. Knowledge, Skills and Experience Needed for the Job
- Good first degree, preferably in Finance or Computing with a professional accounting qualification or minimum 5-7 years relevant experience in a large complex organisation. This experience should include 5 years technical IT experience or a relevant professional or academic qualification in IT
- Must be highly proficient in managing a wide range of systems including; eFinancials, eProcurement, WebFirst, eExpenses, eInternal Transfers, online payments via ERA, Document Management, HRMS, HOBS, BACS, Authorisations Database, e-Remittances, Sciquest
- Require outstanding IT skills preferably with excellent knowledge of Oracle, HTML, Excel, Word, Access, PowerPoint, Business Objects, Dreamweaver, Frontpage, Web Browsers
- In-depth knowledge of SQL, database tables
- Experience of change management and implementing new systems
- Excellent Staff management skills – recruitment, supervision, motivation, assessment, leadership
- Budgeting and resource management skills

9. Dimensions
- Staff directly reporting to the job holder – 1 support staff (1xAA2)
- Staff indirectly reporting to the job holder – 3 development staff (3xAA2)
- Approximate number of staff the job affects directly 3000 systems users
- Over 15 corporate finance applications and 12 major interfaces to other corporate applications
- Significant systems volumes make complex and diverse work e.g. 2M ledger transactions, 70,000 purchase orders, 200,000 invoices paid, 40,000 sales invoices per year, £400M Turnover
- Operates three payrolls, paying over 10,000 employees and pensioners paid monthly costing £200M p.a.
- Maintains over 300 different pay elements.

10. Job Context and any other relevant information
Extensive knowledge of IT developments required, extending beyond the Finance specialism, together with the ability to relate these developments, to the University’s strategic needs. The job must be performed within the legislative framework, audit guidelines and accounting standards. Operating in a wide ranging technological field where time critical decisions are often required.