**Role Profile**

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| **Job title:** | Junior Systems Analyst – Finance Systems Optimisation Team | **Level:** | 1 |
| **Function:** | Finance | **Type of role:** | FTC |
| **Reporting to:** | Finance Systems Operations Team Leader | **Location:** | Hybrid |
| **About The Role** |
| This role is vital in ensuring System BAU operations are delivered timely and with effectiveness and enabling the NHSPS to deliver its strategy, vision, and purpose. The purpose of this role is to resolve user issues, guiding business users on best practice and use of the NAV finance system and overseeing system controls for NHSPS. The role holder will deliver to customers in line with key metrics and SLA’s. They will support, assist, and collaborate with the Digital and Data team in respect of NAV account set up, permission profiles, performance and ensure high priority issues are escalated and resolved in a timely manner.The role holder should develop and maintain good knowledge of the end-to-end processes across all ERP and e-invoicing systems. They should stay abreast of new digital technologies or automation tools being used in Finance, such as Power BI, Power Query, Power automate and EDW.They will be expected to be open to role-growth and be adaptable because of the expansion and transformation of the Shared Services team and be flexible to changing business needs. |
| **Key Responsibilities** |
| **System Management*** Ensure the NAV Approval Matrix is actively updated to reflect any new Properties or any changes in the accountable individuals assigned to those Properties.
* Manage Approval user set up and posting access for month-end processing
* Period and ledger close inclusive of month end and year end closure
* Updates to SFI limits within NAV and act on set-up instructions from R&G
* Manage Joiner/Leaver processes
* Travel Perk administration and maintenance and data extract
* Ensure users log a ticket via Tech Hub which is our central ticketing system.
* Ensure a smooth operational running of the system
* Act as a focal point for resolution of all operational issues. Ensuring high priority issues are reported and resolved in a timely manner.
* To provide a reliable, robust and relevant finance application to property services, empowering the business with efficient transactional processing and timely decision-making tools to achieve our overall purpose.

**Relationship Management*** Regularly collaborate with internal customers across functions to ensure understanding of how our finance systems impact on their delivery of outcomes for their customers.
* Identify opportunities to increase efficiencies and performance from our finance systems and

solution providers.* Champion best practice processes across the business, to enable the functions to maximise

the efficiencies of our finance systems and comply to company processes. * Provide training and user guidance across system functionality, portal navigation, NAV navigation/search tools
* The post holder will build and maintain a good working relationship with the Digital and Data team and third-party support provider.
* Ensure that work is done efficiently, to a high standard, resulting in quality output, delivering a high level of customer satisfaction.
* Communicate clearly and openly, including all and celebrating.
* Excellent interpersonal skills and a collaborative approach required; able to achieve cooperation and results from others whether directly managing them (including external support partners)
* Maintain cross department relations, e.g. Procurement and Risk & Governance
* Communicate simplified system processes to business users.
* Provide training and user guidance on the best practice across system functionality, portal navigation, e-invoicing platform. Track knowledge on the key issues raised by the business user community to support future training programmes.
* Assist with any user acceptance testing for any new implementation or upgrades
* When required, support colleagues within your team and provide any cover

**Ticket system management** * Manage Engine (TechHub) operational queries resolution and escalation to Team Leader if required
* Monitor dashboards for ticket traffic to provide relevant training, with the aim to reduce number of tickets
* Daily assignment of tickets within the FSO team
* Response time to tickets according to agreed SLA’s
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| **Knowledge, Skills and Experience** |
| **Experience** | **Capabilities (skills/behaviours)** |
| * Experienced finance systems professional with extensive experience of managing and administering financial systems, particularly Microsoft NAV Dynamics, purchasing and reporting.
* Experience with change and responsive to escalated matters
* Change management
 | * Strong communication skills and ability to influence others.
* Plans to ensure quality delivery.
* Strategic and analytical thinker with superior problem solving and decision- making skills.
* Ability to articulate risks and challenge others to ensure the right outcome.
* Not afraid to challenge and ask questions.
* Ability to influence effectively.
* Personal drive to get things done.
* Professional attitude dealing with others.
* Collaboration
* Data quality management
* Stakeholder management
* Systems thinking
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| **Knowledge** | **Qualifications** |
| * Strong understanding of day-to-day accounting processes and transactions.
* Strong knowledge of financial controls across all aspects of a commercial environment.
* Knowledge of the use of Business Warehouse to create reports in Power BI, or similar reporting tools.
* Experience of managing system interfaces with third party systems desirable
* End-to-end process familiarity
* Continuous improvement mindset
* Existing business

technology familiarity* Finance process expertise
* Internal controls acumen
* KPI validation
* Regulatory and compliance

policies familiarity | * Educated to GCSE/ A Levels equivalent
* Excellent level of numeracy
* Preferably basic understanding of core modules on Accountancy / ERP solutions and relational databases.
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| **Other information** (travel, hours) |
| * Full time position (Maternity cover)
* Requirement for travel across Stockport and London office hubs
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