**Job Description: Finance Systems Support Co-ordinator**

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| **Faculty/Directorate/Service Area:** | Finance |
| **Job Title:** | Finance Systems Support Co-ordinator |
| **Department/Subject:** | Finance Systems |
| **Salary:** | Grade 6 £29,959- £33,482per annum (pro-rata if part time) together with NEST pension benefits.  The successful applicant will be appointed to the minimum of the agreed scale with annual increments on 1 October each year (subject to completing six months service). |
| **Hours of work:** | Full time (35 hours per week) |
| **Number of positions:** | 1 |
| **Contract:** | This is a fixed term position until 30/04/2026 |
| **Location:** | Singleton Campus |

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| **Main Purpose of Post** | 1. To be the primary contact for finance system queries. 2. To provide professional, efficient and customer focused frontline support for end users via the help desk support system. 3. To ensure that finance system queries and requests in relation to problem solving, configuration and technical faults are addressed in a timely manner. 4. To provide support on how to use the finance system locally, dealing with queries from the Finance team on use of the system, enhancements, testing and developments. 5. To produce and update training documentation for the system. 6. To provide training on the finance system to end users. 7. To feedback customer requirements to the team. 8. To contribute to the ongoing development of the finance system and the implementation of systems upgrades. 9. To develop knowledge of the finance system and become an expert user. 10. To develop reports within the system to meet the needs of users. 11. To create Finance Systems content on University sites. 12. Assist with periodic maintenance routines. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   * Educated to A-level or equivalent, or with relevant administrative/support experience.   **Experience:**   * Evidence of providing a professional, efficient and customer focused service. * Experience of working with a finance/accounting system.   **Knowledge and Skills:**   * Strong inter-personal skills, with the ability to develop effective working relationships with all levels of staff. * Evidence of using own initiative to act on information to ensure appropriate action is taken to maintain and improve systems. * Highly developed IT skills are required, as is proficiency in the use of the internet (web browsers, search engines etc.) and standard Microsoft software packages (including Outlook, Word, Excel, Access and PowerPoint), as well as the flexibility and willingness to gain new IT skills for specialist software, where training will be provided as required. * Evidence of the ability to interpret rules, procedures or regulations and provide advice to others on how they should be applied. * Excellent communication skills including the ability to listen, understand and respond to ensure that all contact is positive and personal. * Good organisational and time management skills, with ability to prioritise work and work to tight deadlines. * Ability to learn new skills and to use them effectively. * Ability to use initiative and work independently and as part of a team. * Excellent attention to detail to ensure accurate and timely information management.   **Desirable Criteria:**   * Experience of working with Unit4 ERP/ABW or other ERP systems. * Experience of providing training to others. * Experience of developing user guides. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: [d.l.jones@swansea.ac.uk](mailto:d.l.jones@swansea.ac.uk) |

  