1 Advertisement

Job Title: Finance Service Desk Advisor
School/department: Finance
Hours: This is a full time post of 36.5 hours Monday – Friday 8.30am – 5.30pm in line with the opening hours of the Service Desk. Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 2420
Salary: starting at £21,814 to £25,217 per annum
Placed on: 13 November 2019
Closing Date: 28th November 2019. Applications must be received by midnight of the closing date
Expected Interview date: To be confirmed
Expected start date: ASAP

The University is seeking to recruit a Finance Service Desk Advisor to join the friendly and committed team in our innovative and expanding Finance Service Desk.

The Service Desk delivers a high quality and trusted user support and enquiry management service for approximately 2500 University staff. It provides them with effective telephone and email support in working with finance systems, process and policy, as well as offering face to face training and development when required.

This essential service is key in ensuring the effective day to day running of the University’s financial operations, increasing financial literacy and accountability across all levels of staff and in driving further improvements to finance systems and services through the diagnosis of underlying issues and scoping of improvements.

If you are IT literate with a background in finance, are a confident communicator who enjoys solving problems and have a dedicated approach to excellent customer service, we want you to join our team.

For full details and how to apply see our vacancies page.

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2 The School / Division

The Finance Division
The Finance Division is led by the Director of Finance and comprises approximately 85 staff co-located with other Professional Service Divisions and senior management in Sussex House on the University of Sussex campus at Falmer.

The Division leads and supports the financial operations of the University, which has an annual budget of c£300m. It plays a key role in managing budgets, forecasting and reporting, as well as supporting the development of the University’s existing capital and service portfolio to support the delivery of the University’s ambitious strategy to 2025 and beyond.
The Division is continually renewing itself and its ambitions to provide consistent high quality services to the University. We equip staff across the University with excellent financial literacy, capability, competence and confidence, and support the achievement of value for money through improved processes and support, better access to suitable suppliers and improved commercial terms.

We share a strong commitment towards staff training and development including, where appropriate, professional qualification study enabling staff to fulfil their potential.

Creative thinking, intellectual challenge and collaborative working are fundamental to a Sussex education and that is reflected in our workplace too. So this is an exciting chance to join a team working at the centre of the University, with a genuine opportunity for career progression in the finance function.

3 Job Description

Job Title: Finance Service Desk Advisor

Team: Finance Service Desk

Division: Finance

Location: Sussex House

Grade: 4

Reporting to: Finance Service Desk supervisor

Responsible for: No direct reports

Purpose of the post:

The post will be part of the Finance service desk, ensuring delivery of a high quality, trusted value for money user support and enquire management service for all staff. It will

- Be the first point of contact for all staff related queries into Finance
- Answering complex calls and email tickets from users across the University
- Ensure queries are answered in a timely, accurate, consistent and professional manner
- Carry out routine tasks and sometimes troubleshooting issues/problems
- Ensure queries are assigned to the appropriate 2nd line support where further assistance is required
- Need to understand the customer’s perspective and have a natural ability to build a strong rapport and demonstrate empathy when needed
- Be a confident multi-tasker who can be resilient and show a great team spirit!

The finance service desk deals with queries from users regarding policy, process and system. Assisting user in ensuring they are able to carry out their financial responsibilities. Although the service desk is your primary role we are constantly looking for opportunities to improve processes and systems to ensure the user journey is efficient and clear.
In addition the post holder will be responsible for some basic system and data maintenance activities such as creating/maintaining user access and standing data. The post holder will gain a great deal of exposure to the Finance System (Unit 4 Business World On!) and the core Finance services.

**Key Responsibilities:**

- To act as the first point of contact for user issues/requests/queries, reported by phone, email or in person answering a range of complex financial queries around policy, process and systems.
- To ensure we are delivering a consistence approach to our users in assisting them carry out their financial responsibilities.
- To ensure tickets are created for all issues/requests/queries into the Finance Service Desk.
- Complete and accurately capture call / ticket information providing a concise but comprehensive record of the query/request. Completely and accurately execute ticket close processes to ensure that ticket data can be used for reporting.
- Contribute to continuous improvement activities so that our processes and systems are improved as part of a business as usual cycle.
- Assign tickets to appropriate second line support, explaining the technical or accounting issues in precise and accurate terms, ensuring fast reaction and resolution to serious issues.
- Listen carefully to user needs to proactively identify improvement opportunities in our training, web information, systems and processes.
- Basic system administration tasks (user and standing data maintenance)
- Apply policy and procedures and promote adherence to policy to the user community.
- Monitor overnight interface processes that load data such as staff accounts from external systems to ensure that they update correctly. Identify failed processes.
- Create trust in the user/customer by providing an excellent customer focussed service, getting the answer right, quickly with good communication.
- Develop a high level understanding of the breadth of Finance services.
- Provide training to the user community of a 121 or group setting.
- Support project work through testing, user support/engagement, documentation and supervised configuration work.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.
## Person Specification

### SKILLS / ABILITIES

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<th>SKILLS / ABILITIES</th>
<th>Essential</th>
<th>Desirable</th>
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<td>A proactive and innovative approach to problem solving.</td>
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<td>Able to demonstrate an excellent understanding of customer needs</td>
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<td>Excellent oral and written communication skills. An ability to deal with people in face to face situations, with a proven ability to remain calm, confident and to establish strong working relationships at all levels.</td>
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<td>Excellent interpersonal skills with the ability to communicate complex technical and accounting information to a wide variety of people.</td>
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<td>Able to identify issues correctly and reporting facts accurately.</td>
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<td>Excellent organisational skills, with the ability to prioritise tasks and manage own time effectively.</td>
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<td>Meticulous in recording information and ensuring tasks are completed.</td>
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<td>Ability to multi task.</td>
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### KNOWLEDGE

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<td>Excellent understanding of business processes such as procure to pay, sales cycle and finance reporting and their application within a systemised environment.</td>
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<tr>
<td>Excellent understanding of accounting principles; ledgers, control accounts and their application within a systemised environment.</td>
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<td>Good all-round knowledge of Unit 4 Business World or other finance systems.</td>
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### EXPERIENCE

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<td>Experience in a customer focused role</td>
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<td>Experience of providing support to a large and diverse user population.</td>
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<td>Experience of systems administration.</td>
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<tr>
<td>PERSONAL ATTRIBUTES AND CIRCUMSTANCES</td>
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<td>Sensitivity, tact and diplomacy with the ability to remain calm in difficult situations and when under pressure.</td>
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<td>Ability to adapt to changing requirements.</td>
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<td>Ability to develop and maintain effective working relationships within and outside the team.</td>
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