1 Advertisement
Post Title: Finance Service Desk Supervisor
School/department: Finance
Hours: Full time. Due to the responsibilities of the role this is a full time post however candidates proposing equivalent job share arrangements are welcome to apply (subject to business need).
Contract: Permanent
Reference: 2631
Salary: Starting at £30,046 and rising to £33,797 per annum
Placed on: 18 November 2019
Closing date: 03 December 2019. Applications must be received by midnight of the closing date.
Expected Interview date: tbc
Expected start date: ASAP

The University is seeking to recruit a Finance Service Desk Supervisor 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.

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

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Finance Service Desk Supervisor</th>
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<tbody>
<tr>
<td>Department</td>
<td>Finance</td>
</tr>
<tr>
<td>Location</td>
<td>Sussex House</td>
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<tr>
<td>Grade</td>
<td>6</td>
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<tr>
<td>Responsible to</td>
<td>Finance User Support Manager</td>
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<tr>
<td>Responsible for</td>
<td>Team of service desk advisors, grade 4</td>
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Purpose of the post:

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

- Provide an efficient and effective finance service desk to 3000 members of University staff, covering policy, process and systems queries and supporting the user to carry out their financial responsibilities.
- Supervise the Finance service desk team, providing coaching, development and direction for the team and assist the Finance User Support Manager in ensuring a consistent, high quality service is provided across the team.
- Manage the service delivery of the service desk – Calls, tickets and any new systems delivery methods.
- Resolve systems issues in conjunction with 2nd line support managers, ITS and any third party providers (WPM, Barclays). Ensuring that the service to the user is maintained.
• Providing monthly stat reports for the Finance service desk, ensuring service delivery measures are met and continuous improvements are being developed.

• Ensure all systems routine tasks are completed and accurate.

• Manage standing data with particular responsibility for users, roles, responsibilities, data and access control, research ledger structure/configuration and research master file data attributes and relations in the Finance System and other managed systems (WPM, Barclays, Learnupon)

• Support the delivery of financial literacy and accountability across the University through user coaching, training and resource development

Key Responsibilities:

To supervise the Finance service desk.

- Take managerial responsibility of the finance service desk team, providing coaching, development and direction for the team members, appraisals, setting objectives and goals and provide feedback and support in 121’s.

- Organise the induction of new starters, set the induction timetable, and arrange overviews and training sessions. To ensure new starters are aware of the policies and processes. To conduct induction reviews and provide feedback on progress.

- Deputise for the Finance user support manager where appropriate.

- Lead team meetings to ensure great working relationships, team working and consistency.

- In conjunction with the finance user support manager agree and set clear service delivery targets for the team in order to provide the best customer service. Regular review of the team to ensure standards are being met.

Provide an efficient and effective finance service desk

- Support all queries, issues and requests into the finance service desk. Ensuring all tickets are managed accordingly, data is captured accurately and resolution is documented.

- Ensure the team are delivering a consistent service and the support model is fit for purpose.

- Ensure the team have the right tools, skills and training to deliver the correct service to the user.

- Manage the feedback from users and ensure we are continually improving, shaping the direction and developing the service to meet the customer needs.

- Encourage proactive use of the service desk to enhance the user experience.
- Be responsible for identifying where systems can be improved in order to increase efficacy and improve customer service.

**Resolving systems issues in conjunction with 2\textsuperscript{nd} line support managers, ITS and any third party providers**

- Develop excellent working relationships with 2\textsuperscript{nd} line managers. Meeting monthly to ensure service delivery, consistency and continuous improvements.

- Work closely with finance systems team to ensure core systems are running smoothly and issues are resolved.

- Work closely with finance systems team to drive continuous systems improvements through ongoing review of the business processes and financial controls.

- Along with the Systems team manager proactively manage third parties to ensure issues are resolved.

- Liaise with colleagues in other areas providing advice and guidance on financial issues.

- Create cohesion and good working communications of issues that cross over between the project teams and service desk.

**Providing monthly stat reports**

- Be responsible for producing monthly stats reports on the finance service desk and 2\textsuperscript{nd} line support queues.

- Ensure reports capture quality within ticket data and ensure standards are met and are consistent.

- Prepare and analyse service desk data analysis to identify system improvements and weaknesses.

- In conjunction with the Finance user support manager set, review and maintain standard for the finance service desk.

- Report stats against KPI & SLA measures.

- Identify and implement improvements. Engage with working groups across the University to adapt services to the business requirements and make recommendations for improvements and changes.

**Ensuring all systems routine tasks are completed and accurate**

- Ensure daily service desk systems related tasks are complete accurately and in a timely manner.

- Ensure routine housekeeping task are complete by the team.
- Maintain and develop good written records of processes and procedures to ensure accurate task completion.

- Ensure routine tasks are completed accurately and documented if change or improvement is required.

- Be responsible for reporting to 2nd line and the systems team issues which are continually an issue.

**Manage standing data**

- Ensure all data requests and set-up is in line with finance regulations, policy’s and controls.

- Ensure correct processes are followed for obtaining the correct approval for changes or requests.

- Maintain and develop written records of all master data set-up notes. Ensuring any new procedures are handed over to the finance service desk with a full support documentation.

- Be responsible for all systems managed and ensure controls are applied across all systems.

**Financial literacy and accountability**

- With the Finance user support manager, meet with staff across the University to explain processes and procedures to improve finance literacy.

- Prepare and support the delivery of user engagement and training offerings to staff to develop non finance staff at all levels to ensure that they are able to meet their financial control and other financial responsibilities

**Other**

- Any other duties as required by the Finance user support manager or the Deputy Director of Finance

**Person Specification for the post of: Finance Service desk Supervisor**

**Person Specification**
The post holder must be able to demonstrate the following essential skills, abilities and experience:

**Focus on Quality**

- Self-motivated with high professional service standards and good attention to detail

**Putting the Customer First**

- Able to demonstrate an excellent understanding of customer needs

**Management skills**

- An ability to lead a small team, providing motivation, coaching, direction and development. Able to create and lead a cohesive team, requiring effective, timely and frequent communication and interaction to ensure deadlines are achieved and the collective knowledge of the team is complete

**Teamwork & Collaboration**

- Able to operate within a cohesive team, providing effective, timely and frequent communication and interaction to help ensure excellent service delivery.

**Communicating with Clarity**

- 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 authoritative and to establish strong working relationships at all levels.

**Planning and Organising**

- Strong self-organisational skills, a pro-active approach, with an ability to prioritise and organise competing demands and achieve deadlines for self and team while maintaining quality of service.

**Analytical skills**

- An ability to interpret information, work with data, read, understand and disseminate information and produce statistical reports

**Qualifications and Experience**

- Significant experience of successful working in a finance and systems environment, supported by appropriate qualification where relevant.
- Experience of effective working within a complex and challenging organisation
- Experience in training a diverse user population
• Experience in leading and managing projects, systems implementation and the review and implementation of processes and procedures.

• Experience of dealing with customers with differing requirements and issues

• Experience of implementing system changes

• Experience of Systems Administration

The following skills, abilities and experience are highly desirable:

Judgement and Problem Solving

• Creative problem solver with enthusiasm for developing new initiatives to achieve service improvements.

• Able to evaluate situations and to use initiative appropriately to successfully resolve problems

Project Management

• Experience in managing projects, systems implementation and the review and implementation of processes and procedures.