

Advertisement

Post Title: Assistant Finance Service Desk Manager

School/department: Finance

Hours: : Full Time or part time hours considered up to 1FTE.

This post has been designated as a hybrid worker role, with an equal split between campus and remote working. Further requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Reference: 8757

Salary: starting at £30,497 to £34,304 per annum, pro rata if part time

Placed on: 06 June 2022

Closing date: 28 June 2022. Applications must be received by midnight of the closing date.

Expected Interview date: to be confirmed

Expected start date: to be confirmed

The University of Sussex is a dynamic, innovative, top 50 university. With a campus based in the South Downs National Park but just a few minutes from the city of Brighton and Hove, it provides an excellent working environment in a remarkable setting, combined with all that the city has to offer.

Creative thinking, intellectual challenge and collaborative working are fundamental to a Sussex education and that is reflected in our workplace too. This is an exciting chance to join a team working at the centre of the University.

The University is seeking to recruit an Assistant Finance Service Desk Manager 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, online 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 have experienced in customer support, are a confident communicator who enjoys solving problems and have a dedicated approach to excellent customer service, enjoys people management and motivating the team, is IT literate we want you to join our team.

Please contact Leah Pillay l.pillay@sussex.ac.uk, 07273 678421 for informal enquiries.

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.

The Finance Division

<https://www.sussex.ac.uk/finance/>

The Finance Division is led by the Director of Finance and comprises some 80 staff who provide high quality finance and procurement functions co-located with other professional services and senior management at Sussex House on the University campus at Falmer.

The Division provides advice and information on all financial matters to all schools and professional services at the University of Sussex.

The University's annual budget is c£320m and the Division 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. These portfolios include a complex and challenging range of strategically and financially significant projects to support the delivery of the University's ambitious strategy to 2025 and beyond. This includes state of the art facilities for teaching and research, investment in IT systems to ensure delivery of a world class customer experience for our students and other innovative and sector leading projects.

The Division is continually renewing itself and its ambitions to provide consistently high quality services to the University, equipping staff across the University with excellent financial literacy, capability, competence and confidence and supporting the achievement of value for money through improved processes and support, better access to suitable suppliers and improved commercial terms.

The Division has a strong commitment towards staff training and development including where appropriate professional qualification study enabling staff to fulfil their potential.

Job Description

Job Title: Assistant Finance Service Desk Manager

Department: Finance

Section: Finance Service Desk

Location: Hybrid

Grade: G6

Responsible to: Finance User Support Manger

Responsible for: Team of service desk advisors, grade 4

Role description: Manage and support the Finance service desk to ensure delivery of high quality, trusted, value for money user support to Enquire management service for all staff. To provide an efficient and effective service desk covering policy, process and systems queries across all Finance services, supporting the user to carry out their financial responsibilities.

PRINCIPAL ACCOUNTABILITIES

1. Manage, promote and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2. Lead the operational outputs of a small team of individuals supporting the user community to ensure they are able to carry out their financial responsibilities.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service.
5. Supporting the University improve and maintain financial literacy and accountability of all staff with financial responsibilities.
6. Manage systems data, standing and user data set-up and routine systems tasks.

KEY RESPONSIBILITIES

1. Team leadership

- 1.1 Lead a small team to support the achievement of targets and objectives for the Finance Service Desk
- 1.2 Allocate available resources to achieve targets and objectives including supporting the selection, induction, performance management and development of team members
- 1.3 Ensure team understanding and application of operational standards are embedded in the methods of working
- 1.4 Support the development of others, providing training and coaching in area of expertise

1.5 Foster an ethos of continuous improvement

2. Service Delivery

- 2.1 Working within university policy and procedure, undertake day-to-day local team leadership of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities of the team to ensure the achievement of team targets and objectives.
- 2.2 Ensure the team are delivering a consistent service and the support model is fit for purpose.
- 2.3 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
- 2.4 Support the implementation of improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
- 2.5 Maintain appropriate records and documentation commensurate with policy and procedure.
- 2.6 Provide reports internally and externally as appropriate. To undertake analysis, interpretation and presentation of standard data to inform decisions related to subject area.
- 2.7 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.
- 2.8 Work closely with 2nd line finance support managers to ensure consistent customer service

3. Policy and Procedure

- 3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
- 3.2 Contribute to policy decisions and improvement in area of expertise.
- 3.3 Ensure compliance data shared by the Finance User Support Manager monthly are reviewed and actioned.

4. Customers and Stakeholders

- 4.1 Proactively work with internal and external stakeholders, colleagues or students to ensure the effective service delivery, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.

5. Finance Literacy

- 5.1 Provide a blended training offering to ensure new users and existing users have the training required to carry out their finance responsibilities with confidence.
- 5.2 Ensure users are completing all compulsory Finance training and action accordingly to ensure compliance

6. System Support

- 6.1 Ensure daily, weekly, monthly and yearly systems related tasks are completed accurately and in a timely manner.
- 6.2 Ensure all data set-up is in line with finance regulations, policy and controls.
- 6.3 Maintain the Finance service desk procedures and processes to ensure all tasks and data set-up notes are accurate and current.
- 6.4 Be responsible for all systems managed and ensure controls are applied across all systems.
- 6.5 Ensure all controls are followed for all finance approvals, set-up and changes.

To carry out any other duties that are within the employee's skills and abilities

whenever reasonably instructed.

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 level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

- Leading a team of 2-3 staff
- Responsible for the safe keeping and processing of University Barclaycards.
- Responsible for accurate and timely incident resolution and ensuring this is maintained across 1st & 2nd line support. Responsible for the achievements of targets relating to Finance service desk stats
- The post holder reports to the Finance User Support Manager, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to university policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. A practical knowledge and understanding of the principles of Customer service
2. Effective team leadership skills
3. Good oral and written communication skills with the ability to present information in a way that can be understood by the audience.

4. Planning and organisational skills with the ability to delegate to team members where appropriate.
5. Well developed interpersonal skills with the ability to influence team members, effectively contribute to team working to build and develop working relationships.
6. Analytical skills with the ability to generate effective solutions and make effective decisions
7. Commitment to customer excellence
8. Effective IT Skills. Experience using functional databases and maintaining systems data and set-up

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Experience in people management & providing motivation, coaching and supporting development
2. Experience in Customer service standards
3. Experience of effective working within a complex and challenging organisation
4. Experience in training delivery to a diverse user population
5. Experience in dealing with customers with differing requirements and issues
6. Confidence in problem solving and incident resolution

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.
2. Knowledge of Finance