

**Post Title:** Finance Service Desk Officer

**School/department:** Finance

**Hours:** : Full Time or part time hours considered up to 36.5 hours per week.

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:** 9203

**Salary:** starting at £27,131 to £31,411 per annum, pro rata if part time

**Placed on:** 05 August 2022

**Closing date:** 23 August 2022 Applications must be received by midnight of this date.

**Expected interview date:** Week commencing 05 September

**Expected start date:** As soon as possible

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 Finance Service Desk Officer 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. If you have a good understanding of finance processes and is IT literate we want you to join our team.

Please contact Leah Pillay [l.pillay@sussex.ac.uk](mailto: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:** Finance Service Desk Officer

**Department:** Finance

**Section:** Finance Service Desk

**Location:** Hybrid

**Grade:** G5

**Responsible to:** Assistant Finance Service Desk Manger

**Responsible for:** N/A

**Role description:** Working as part of the Finance service desk, to provide 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. To liaise between service users and operational teams in relation to queries and requests.

## **PRINCIPAL ACCOUNTABILITIES**

- Provide information, advice, guidance and training on a range of services and activities across Finance to improve and maintain financial literacy and accountability of all staff with financial responsibilities.
- Assess queries and potential issues, advising on solutions and linking with relevant operational teams. Working with 2nd line support to ensure efficient and effective incident resolution.
- Develop and maintain effective relationships to engender confidence and trust in the advice provided.
- Support systems data, standing and user data set-up and routine systems tasks.

## **KEY RESPONSIBILITIES**

- Confidently advising students, line managers and staff members, using appropriate methods of communication tailored to the audience answering straightforward questions or researching regulations, policies, and procedures to answer more complex questions, or redirecting as appropriate, sometimes in situations where feelings may be running high.
- Developing and maintaining productive and collaborative relationships with students, managers, colleagues, and other service areas demonstrating professional credibility
- Develop and maintain an in-depth understanding of the area within which the role operates and the work of relevant external agencies, service providers, employers and training providers
- Researching particular areas of enquiry to ensure appropriate advice is given
- Keeping up to date information regarding developments in practices and legislation within relevant areas and sharing knowledge within the team
- Supporting senior colleagues where appropriate in educating and developing the knowledge and understanding of users about the services provided to promote self-service and self-reliance
- Where required, deliver coaching and training to develop capabilities in line with required improvements
- Producing high quality, up to date accurate information on relevant subject areas for publications and web pages
- Maintaining and updating information systems in line with the Data Protection Act, and ensuring accurate recording of query types and suggestions ideas for improvement
- Preparing ad hoc and regular management reports on the use of the service area to aid the improvement of processes and understanding of the services provided
- Provide advice on ongoing projects and how they might affect service users
- Providing support and guidance for the service area administration team
- 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.

## **DIMENSIONS**

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does have responsibilities for Purchasing Cards and ensuring they are kept securely onsite and sent and received securely.
- The post holder reports to the Assistant Finance Service Desk Manager, they are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties in order to achieve their agreed objectives and support the delivery of the University's goals. 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 PCI DSS, Finance Regulations, IR35, Fraud awareness 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.

## **PERSON SPECIFICATION**

### **ESSENTIAL CRITERIA**

1. A practical knowledge and understanding of the principles of Customer service
2. Good oral and written communication skills with the ability to present information in a way that can be understood by the audience.
3. Effective planning and organisational skills.
4. Well developed interpersonal skills with the ability to quickly build rapport. Contribute to team working to build and develop working relationships.
5. Analytical skills with the ability to generate effective solutions and make effective decisions
6. Commitment to customer excellence
7. Effective Finance systems & IT Skills. Experience using functional databases and maintaining systems data and set-up

### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Experience in Customer service standards
2. Experience of effective working within a complex and challenging organisation
3. Experience in training delivery to a diverse user population

4. Experience in dealing with customers with differing requirements and issues
5. Confidence in problem solving and incident resolution
6. Experience in Finance systems administration

**DESIRABLE CRITERIA**

1. Knowledge of the Higher Education sector.