



ROLE PROFILE

Job Title: Finance Systems Analyst	Role Reports to: Finance Systems Developer	Business Function: Finance	Grade: F
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Job Purpose: Provide 1st line technical finance system support and assist with 2nd line support to our internal Your Housing Group customers in line with Service Level Agreements and provision of daily maintenance, enhancements and development of the finance systems. Assist with the delivery of training and daily support to system users across the whole Group.	Key Competencies: <ul style="list-style-type: none">• Flexibility & Resilience• Meeting Customer Needs• Interpersonal Understanding• Results Focus• Commercial Focus• Personal Learning and Growth• Building Relationships• Problem Solving and Decision Making
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Key Responsibilities:

1. Carry out finance systems incident management ensuring all requests escalated for advice and support from different sources are accurately logged, prioritised, categorised and progressed to resolution in line with the service level agreements and operational level agreements whilst providing high levels of customer service.
2. Provide effective and efficient technical support for Finance Systems team.
3. Understand the processes involved in the full lifecycle of financial transactions in the finance systems and be responsible in resolving day to day system queries.
4. Provide proactive and reactive advice, support, guidance and training to system users within the Finance team and across the business to ensure that the system and its functionality is fully utilised.
5. Have a specialised technical understanding of the context and objectives of the Finance Systems team, to enable prioritisation of work to be completed in a timely manner.
6. Complete a wide range of administrative tasks, such as designing specialized finance systems training materials utilising the group approved training methods, MS Office packages and support with the administration of the finance intranet pages.
7. Manage and understand the interfaces of the finance systems with other systems around the Group, to be able to support the finance team and the business with general queries and issues.
8. Support and develop technical solutions that improve the efficiency and capability of YHG's Finance systems, supporting system upgrades and testing including preparation of draft test plans
9. Maintain knowledge of the latest finance system capabilities and promote areas that can add value to the business.
10. Manage feedback from users and implement improvements to the systems and take the lead on small system development within Finance
11. Maintain e-Finance user security and user maintenance including authorisation limits in line with Group policies.
12. Develop expertise on the various finance systems to enable ad hoc check reports to be run to investigate issues, spot any abnormalities and identify any audit or security risks.
13. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Good knowledge of Finance systems, with ability to support internal customers at all levels 	<ul style="list-style-type: none"> • Knowledge of Orchard Housing • Knowledge of Open Accounts, eBIS, Documotive
Skills	<ul style="list-style-type: none"> • Excellent problem solving skills, with ability to perform detailed problem analysis • Excellent stakeholder customer service skills • Competent user of a range of Microsoft packages including Outlook, Word, Excel, PowerPoint and MS Project • Excellent verbal and written communication skills. • Strong relationship building and management skills. • Time management and personal organisational skills 	

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience in maintaining Finance systems • Experience maintaining General Ledger and Purchase Ledger master data • Extensive experience working within a finance role. • Experience of double entry book-keeping and associated accounting controls and procedures. • Demonstrable experience of managing tasks to deadlines • Experience of providing 1st/2nd line support via service desk function • Experience in using remote tools technologies to carry out remote support • Experience in providing desk-side support • Experience in using service desk management software for managing incidents, change and problem management/resolutions • Experience in managing and maintaining accurate data 	<ul style="list-style-type: none"> • Strong Track record in providing financial support in a social housing sector organisation



	Essential	Desirable
Qualifications/Education	<ul style="list-style-type: none"> Educated to degree level 	<ul style="list-style-type: none"> Part qualified member of a recognised accounting body (i.e. ACA (Association of Chartered Accountants), ACCA (Association of Chartered Certified Accountants), CIMA (Chartered Institute of Management Accountants), CIPFA (Chartered Institute of Public Finance and Accountancy))
People Management Responsibility?	No line management responsibility	
Budgetary Responsibility?	No budgetary responsibility	
Key Relationships (internal/external)	Working with Finance, ICT and external advisors	
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>		

Key Role Performance Indicators
<ol style="list-style-type: none"> 1st line Finance Systems Service Now calls resolved within SLAs Resolve all interface errors on a daily basis. Action all finance system workflow requests within 48 hours. Action SLAM requests daily (these come through to the Finance Systems group email). Orchard Repairs tracker updated daily.

Date Role Profile Created/Updated:	October 2019
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