

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Head of Finance Business Systems

Accountable to: Associate Director of Finance, Systems, Training and Academic Enterprise

Contract Length: Permanent

Hours per week/FTE: 35

Weeks per year: 52

Salary: £52,073 to £62,900 per annum

Grade: 7

College/Service: Finance Department

Location: King's Cross

Purpose of Role:

The Finance Business Systems team are responsible for the integrity and support of the Finance MIS, Unit 4 Business World (ABW); the Accommodation MIS, Kinetics; image capture software, Version one; UAL Short Courses Learner Management System, Administrate; as well as WPM and other systems.

This role will lead the members of the Finance Business Systems Team in the development, continuous system and process improvements and support of those systems. In addition you will provide second and third line support to users which includes training and training materials, configuration documentation for the Finance Business Systems and related 3rd party interfaces across the UAL Group.

To lead and manage any upgrades and developments needed to the finance system and other related systems integrating with ABW and manage the 3rd party software application suppliers relationships and service level agreements.

As the Head of Finance Business Systems Team you will also support and contribute to the University Finance strategy and direction.

Duties and Responsibilities

Service Head

1. To lead the Finance Business Systems team providing clear overall direction for the multiple functions of the team. Ensuring appropriate work planning, levels of resource, people management and development together with the functional delivery to high professional standards.
2. To provide overall leadership and management for the operation and continuous improvement of the finance system, and other systems within the remit of Finance Business Systems with an effective focus on system users and full partnership with process owners providing a customer focussed service
3. Manage relationships with 3rd party suppliers and consultants to ensure effective business relationships. Ensuring the University is receiving value for money from consultants by managing their workload, direction and outputs.

System Processes

4. Working with the UAL Project Managers and the Business Systems Team, support the continued development of the ABW Finance Business system, ensuring all developments are fully documented, tested and delivered in a robust manner, safeguarding the quality, integrity and optimisation of the Finance Business Systems at all times.
5. Provide guidance and support to UAL Project Teams on design and configuration of ABW enhancements, interfaces with ABW and change requests, to include timescales, impact analysis, feasibility and implementation to delivery, ensuring the integrity of Finance Business Systems are maintained at all times.

6. Work with the Finance Business Systems team to ensure all upgrades, hotfixes and developments are fully tested with satisfactory outcomes prior to being made available in the Live environment. Results should be fully documented; failures progressed to resolution with the appropriate supplier. Co-ordinate the timings of the upgrade to ensure minimum disruption to the business, communicating with stakeholders where appropriate.
7. Provide and support both the internal and external auditors ensuring the system and any system developments receive a 'clean bill of health' and the auditors are provided with the appropriate access and information on a timely basis.
8. Support the Disaster Recovery plans as required for the ABW Finance system, document results with the relevant parties, and support supplier in the remediation steps taking into account the complexity of University set up and differing locations including European Countries.
9. To accurately document processes in manuals and use appropriate media to make these available to relevant staff, including the regular review and updating of such guidance and manuals.

Training and Continuous Improvement Service

10. To provide overall leadership and management of the support for the operation of finance system processes with a comprehensive training service for staff including face to face courses, user surgeries on a one to one base and online guidance and support through manuals, training materials and other suitable media.
11. Develop a schedule to digitise all current training material using other media available i.e. captivate or audio software also being aware of the University's Diversity policy.

Data Quality and Reporting

12. Provide strategic leadership for data management ensuring compliance of the General Data Protection Regulations 2018 specific to the finance system namely (Customer/Supplier/Employee) related data.
13. Put in place data quality management measures to manage the integrity and business readiness of the FMIS, to include reviews of the organisational structure, security, workflow and reporting requirements ensuring all Finance Business Systems are fit for purpose.
14. Manage the support of users of the Finance Business Systems, ensuring UAL Helpdesk calls are investigated and responded to in a timely fashion and where appropriate calls are logged providing all relevant information and monitored to resolution with the 3rd party support.
15. Working with business users to develop and maintain reports using Agresso Browser, Excelerator and RERX as required.

Finance Business Systems

To provide strategic leadership of the Finance Business Systems including:

16. Working with IT Services to ensure the security, availability, access and integrity of the hosting platform and related interfaces with other UAL Business Systems.

17. Management of the institutional relationship with software suppliers and consultants ensuring relevant access controls are in place
18. Liaison with hosting supplier to ensure that server infrastructure is compatible across all environments and kept up to date and all refreshes are completed correctly and in a timely manner
19. The assessment of institutional need and enhancement of the systems in order to achieve institutional priorities.
20. Managing development of the ABW as the prime source of management information in relation to the University's financial reporting obligations internally and externally

Advice

21. Provide guidance and support to the Finance Project Team and business users on the cost /benefit of change requests, to include timescales, impact analysis, feasibility and implementation to delivery.
22. Influence the development, implementation and provide support for the Finance Business Systems and all other technologies aimed at supporting and/or enhancing the University Finance strategic IT direction and service provision.
23. As a member of the Change Request Board make recommendations for business processes changes to the financial processes and procedures in relation to ABW, identifying risks and key controls as required. Provide guidance and support to the Finance Project Team and business users on the cost /benefit of change requests, to include timescales, impact analysis, feasibility and implementation to delivery.

General

24. Ensure the University of the Arts London is represented by staff with the relevant skills and knowledge at supplier user conferences and forums.
25. To undertake appropriate professional activity to form and take part in networks both within and outside the University.
26. To perform such duties consistent with your position as may from time to time be assigned to you from anywhere within the University.
27. To undertake health and safety duties and responsibilities appropriate to the post.
28. A commitment to the University of the Arts London's Equal Opportunities Policy, together with an understanding of how it operates within the responsibilities of this post.
29. A commitment to your own development and that of your staff through effective use of the University's appraisal scheme and staff development processes.
30. Support the UAL Sustainability Manifesto

Job Title: Head of Finance Business Systems**Grade: 7****Person Specification**

Specialist Knowledge/Qualifications	<ul style="list-style-type: none">• Knowledge of the operation of UBW (ABW) Finance System and Processes in Higher Education (Essential)• Knowledge of Kinetics Accommodation System (Desirable)• A degree in a technical science or accounting (Highly Desirable)• Professional Accounting Qualification (HD)
Relevant Experience	<ul style="list-style-type: none">• Experience of leading a business systems team within an HE environment. (D)• Experience of working in a financial environment to understand financial business reporting requirements, operational accounting processes and controls. (E)• Recognised as an authority in UBW financial systems development and administration based on demonstrated expertise. This will include UBW Core Financials including Logistics, PCB, ARCP and workflow across both Smart Client and Self Service. (E)• Experience of writing and developing reports using Browsers, Excelators, Balance Tables and RERX.• Experience of writing SQL and knowledge of its application within UBW (HD).• Experience of providing overall leadership and management of the support team, organising workload and priorities and ensuring continuous improvement and development of team members. (E)• Uses appropriate levels of IT skills to enable best use of available information and communications for the post including the use of Microsoft Office products. (E)
Communication Skills	<ul style="list-style-type: none">• Communicates technical or specialist ideas or information persuasively adapting the style and message to a diverse audience in an inclusive and accessible way (E)
Leadership and Management	<ul style="list-style-type: none">• Motivates and leads a team effectively

	setting clear objectives to manage performance (E)
Planning and managing resources	<ul style="list-style-type: none"> Effectively plans and manages operational activities or large projects to achieve long term objectives (E)
Teamwork	<ul style="list-style-type: none"> Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration (E)
Student experience or customer service	<ul style="list-style-type: none"> Makes a significant contribution to improving the student or customer experience to promote an inclusive environment for students, colleagues or customers (E)
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> Identifies innovative solutions to problems to bring a wider benefit to the organisation (E)