

## Job Description

### Finance Administrator – Finance Services Desk

|                        |                                             |
|------------------------|---------------------------------------------|
| <b>Salary:</b>         | Grade 4                                     |
| <b>Contract:</b>       | Full time, ongoing                          |
| <b>Location:</b>       | Canterbury Campus                           |
| <b>Responsible to:</b> | Finance Officer                             |
| <b>Job family:</b>     | Administrative, professional and managerial |

#### Job purpose

Working as part of the Finance Shared Services team with a focus for services to Divisions, the Finance Administrator will effect financial transactions and perform finance operations activities across key functional areas.

The postholder will work under the supervision of a Finance Officer and will collaborate with contacts in Divisions and with colleagues/ service leads in the FSD team to deliver services in areas including Travel, Procurement, Scholarships, expense claims, virements and journals, monitoring and reconciliation of divisional budgets, and month/year-end work.

#### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide transactional support to Divisions in close liaison with the Finance Officer (FSD), other staff in FSD, relevant Business Partners in the Finance Directorate and contacts in Divisions, - ensuring that divisional service requirements are professionally and efficiently delivered while complying with University and other financial regulations.
- Exhibit competency for organised service delivery and customer care, primarily facilitated by the TopDesk service management system and other finance systems/facilities.
- Promote adherence to the University's Finance processes and procedures by Divisional colleagues.
- Effectively deliver transactional services in the raising of purchase orders, goods receipting, non POP supplier invoice approvals, credit card purchases and staff expense claims in Divisions.
- Work with functional specialists in FSD to deliver on divisional service/support requests in connection with timesheet processing, staff travel booking, field trips, scholarships, internal catering and financial laboratory activities.
- Provide financial guidance, information and advice to staff and students within Divisions as necessary in relation to their financial transactions and budget management.
- Support Finance Officers with the month-end/year-end processes for Divisions, in collaboration with the relevant divisional Finance Business Partners and other Finance colleagues, ensuring the accurate and timely recording, coding, accounting for /reporting of all transactions .
- Support Finance Officers with various accounts reconciliations and reporting
- Provide support with transactional aspects of Divisions' research and innovation activities.
- Act as first point of contact for general finance queries ensuring excellent customer service is provided. Take ownership of queries by ensuring resolution or escalation, and adhering to all appropriate legislation, University and Divisional guidelines and policies.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Grasping the service delivery potential of the new Finance Shared Service model to deliver excellent and seamless customer service to Divisions, while actively flagging emerging issues and challenges from the change for speedy and effective resolution.
- Maintaining accuracy when dealing with financial data and ensuring excellent attention to detail when processing payments or checking expenses claims etc. Able to spot discrepancies and resolve them. Impact of making errors could be significant and could lead to financial losses for a Division/ University e.g. on research awards, non-pay expenditure etc.
- Having an excellent knowledge and understanding of the University's financial procedures to enable the postholder to respond to a wide range of queries, ensure financial transactions are carried out correctly, accurately coded and in accordance with procedure.
- Able to work on own initiative, planning and taking into account own workload and that of colleagues. Deciding what is, or should be, a priority, using their knowledge of the University's processes, deadlines and regulations to prioritise work.
- The postholder will be expected to work autonomously but with some instruction, supervision and guidance from the Finance Officer.

## Facts & figures

The Finance Administrator(FSS) will be dealing with high volumes of financial administration (invoices, expense claims etc) and will therefore need to manage peaks in workload. Their work will be contributing towards general operational efficiency, budget management and spend.

## Internal & external relationships

**Internal:** All staff and students within their assigned Division, professional services staff and within the wider University.

**External:** Including but not limited to: Suppliers, Contractors, funding organisations, external auditors, visitors to the Division (speakers, examiners, academics)

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

(Delete if not applicable)

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends
- Ability to travel in a timely and efficient manner regularly between campuses

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- GCSE English and Maths (grade C/4 or above) or equivalent **(A)**
- Foundation level financial qualification (e.g. AAT) and actively studying towards full qualification, or willingness to undertake such studies; or equivalent **(A,I)**
- Good IT skills in particular MS Office packages **(A,I,T)**
- Good IT skills, particularly Microsoft Office packages and a good understanding of databases and spreadsheets **(A,T)**
- Experience of answering enquiries, particularly of a financial nature **(A,I)**
- Excellent oral and written communication skills, with the ability to deal confidently with a range of people at all levels **(I)**
- High level of numeracy, accuracy and attention to detail **(A,I,T)**
- Ability to communicate and translate financial information to non-finance individuals **(A,I)**
- Excellent organisational skills with experience of working collaboratively with colleagues and across teams to achieve service delivery goals, managing own workload, prioritising tasks as appropriate, and effectively dealing with competing priorities **(A,I,T)**
- Customer focused approach to work with the ability to deliver a high level of customer service **(I)**
- Ability to build and maintain good working relationships **(I)**
- Ability to assess outcomes of work and constantly review processes to improve them **(I)**
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research **(I)**
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role **(I)**

### Desirable Criteria:

- CLAIT/ECDL or an equivalent IT qualification A,I
- Knowledge and understanding of Higher Education A
- Knowledge of UBW (Unit 4 Business World) or other financial systems A,I
- Knowledge of accounting practices A,I
- Previous experience of cash handling A,I

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*