Systems Accountant Support Officer
Job Ref: REQ241049

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School/Department summary

The Finance Office includes c.45 colleagues who deliver financial support to the University.

Teams within the department include Financial Accounts, Financial Planning and Analysis, Tax, Procurement and Financial Systems. The teams operate together to cover all aspects from transactional finance through to the development of the University's long-term financial plan and delivery of the £300m+ per annum revenue budget.

Job Description

Job Grade: AD5 – Administrative Services

Job Purpose

Loughborough University is about to begin a project to reimplement its Unit4 ERP finance system (previously known as Agresso). This is a huge project which will have a large impact across the organisation. We are therefore looking to recruit someone for an initial 2-year period to work in our Financial Systems team within the Finance Office, to support system users with their everyday issues but also to support the reimplementation project itself. Working both autonomously and with colleagues they will provide support to users, resolve a wide range of system issues and support the Systems Team members throughout the reimplementation project.

Note that no prior knowledge of the Unit4 ERP system is required as training will be provided.

Job Duties
- To be the first line of support for users of the Unit4 ERP finance system, resolving their queries and solving their problems. This will be via MS Teams, in person or by responding to tickets raised through our issues call logging system.
- Triage tickets in the call logging ticketing system to other team members where second tier support is required
- Carry out administrative tasks on the Unit4 ERP finance system including setting up users, amending user access and amending reports
- Identify where existing system processes and functionality can be streamlined and improved. Work with Financial Systems team members to implement changes following consultation with key stakeholders.
- When appropriate, to work closely with staff in the Finance Office to test Unit4 ERP functionality following upgrades to software or patching
- To produce system documentation such as guidance notes, training materials and procedure notes or to update existing items where necessary.
- Deliver basic training to new users of the system.
- Deliver a quality, efficient service to financial system users both within the Finance Office and the wider University.
- Provide support to the other members of the Systems Support team throughout the finance system reimplementation project, helping with any tasks requested by team members
- Administer the Systems Support team's work through activities such as booking meeting rooms, arranging

training sessions, emailing notifications to users as required.
- Where applicable, work with other core university IT systems and have a high level understanding of how they may interface with Unit4 ERP.
- Work as an active member of the Systems Support team and the wider Finance Office.
- Attend appropriate personal development courses
- Maintain and develop IT skills to allow efficient use of existing systems

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Senior Systems Accountant.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

1 – Application
2 – Test/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working with IT systems	1, 2, 3
	Supporting colleagues in resolving IT issues	1, 3
	Training end users in system processes and the development of training materials	1, 3
Skills and abilities	Ability to work autonomously, manage own work and meet deadlines.	1, 3
	Excellent communication skills both written and verbal, able to work with staff at all grades	1, 3
	Positive, proactive approach to work with ability to work methodically and prioritise	1, 3
	Excellent problem solving skills with the ability to analyse and understand processes	1, 2, 3
	Ability to work appropriately with confidential information / data	1, 3
	Highly competent in Microsoft applications – Word, Excel, Teams and Outlook	1, 3
	Ability to learn quickly and understand system processes	1, 2, 3
Training	A willingness to undertake further training and to adopt new procedures	1, 3
	Attendance at all compulsory induction activities and adherence to financial regulations	1, 3
Qualifications	A levels or equivalent	1
Other	Commitment to understanding Equity, Diversity and Inclusion (EDI) challenges and observing University EDI policies	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working on a finance system, including resolving issues	1, 2, 3
	Experience of upgrading a finance system	1, 3
	Basic understanding of the University sector	1, 3

Skills and abilities		
Qualifications	Degree or equivalent	1, 3

Conditions of Service

The position is for a fixed 2-year term. Salary will be on Administrative and Services grade 5 from £28,879 to £33,882 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 1 - 5, details of which can be found here.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found here.

The University offers a wide range of employee benefits which can be found here.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html

In addition, the University is supportive, wherever possible, of flexible working arrangements.
We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see
http://www.lboro.ac.uk/services/hr/athena-swan/

Applications

The closing date for receipt of applications is **Sunday 8th December** Interviews will be held on **Wednesday 18th December.**