JOB DESCRIPTION

Job Title:	
	Head of Finance Business Systems
Department / Unit:	Finance
Job type	Professional Services - Full time, Permanent
Grade:	RHUL 9
Accountable to:	Executive Director of Finance ("Dotted line" relationship with IT – Head of Business Applications)
Accountable for:	Finance Business Systems Analysts Finance Business Systems, mainly Unit 4 ERP Third Party Hosting and Support Partner Partner Consultants

Purpose of the Post
Working as part of the Department of Finance, the post holder will manage and take accountability for the Finance Business Systems team and deliver a customer-focused service providing 1st, 2nd and 3rd level support to users of the University's Finance Business System applications mainly Unit 4 ERP. The post holder will provide project management, take ownership of finance-related system developments and provide management of 1500 users, systems administration, maintenance and support services in order to ensure the continued effective and reliable operation of all systems, modules and interfaces including Student fees and payments so that students are able to enrol at the University on time.

Key Tasks
• To be accountable for the development of the University's Finance Business System applications mainly Unit 4 ERP including establishing robust procedures for user maintenance, change control and documentation.
• Lead on the overall finance systems strategy, ensuring technology platforms, finance systems and data are developed and maintained to support Finance in its strategic objectives and to improve the efficiency of the system of financial control.
• Provide systems administration, maintenance and support services in order to ensure the continued effective and reliable operation of all systems modules and interfaces.

- Responsible for the design, implementation and performance of system related controls and the regular monitoring of these, including appropriate Segregation of Duties.

- Fully understand and communicate the forward schedule of change for the application, taking ownership for reviewing application driven change, assessing technical requirements and identifying when change is required. Adhere to the university's change management processes including drafting of CAB submissions, customer liaison, updating documentation and participation in technical reviews as appropriate.

- Maintain and be accountable for the Unit 4 ERP system configuration to ensure the robustness and integrity of the financial controls and compliance with accounting requirements.

- Manage the relationship and be the key point of contact with the University's preferred partners and ensure the services provided are in line with the agreed SLA's and KPI's. Measure and report on service performance, and to ensure professional and quality of service standards are maintained, and to identify trends and design innovative solutions to improve service quality, efficiency and continuity.

- Continued development of processes to ensure best use of financial systems to support the University's activities and information requirements. Responsible for ensuring that application change activity transitions smoothly into business as usual support by working closely with internal and external stakeholders

- Lead and Manage the Finance Business Systems Team to provide a highly-regarded and professional support function.

- Take accountability for the decision making of the team, collaborating with IT, Finance and third party service providers to share ideas and expertise and to provide guidance and advice to less experienced colleagues.

- Take ownership of maintaining the integrity and business readiness of the Finance Business Systems to include the organisational structure, security, workflow, and reporting requirements ensuring all Finance Business Systems are fit for purpose, escalate issues to IT and third party service providers when appropriate.

- Manage the overall relationship with ICT, ensuring understanding of Finance objectives, alignment of priorities, and progress of ongoing activities.

- Provide personal, authoritative expertise and support to Finance Heads, and wider operational teams in the use of current and prospective systems, including identification of need, and translation of complex business requirements into system design and specification.

- Manage and maintain up to date documentation for all aspects of the system set-up and e-learning resources and web resources.

- Ensure that a programme of continuous system and process improvement is embedded within Finance, reflected within the roadmap, with innovation and modernisation pursued.

- Direct oversight and maintenance of Finance's Projects roadmap including transparent prioritisation of in-flight and backlog workstreams. Organise and direct the delivery of finance system improvement projects, as per the Finance Projects roadmap. Ensure best practice Project Management approaches and methodologies are instilled and utilised.

- Project manage large, cross-finance related implementations including post-go live stabilisation, handover to "business as usual" Finance operations, and benefits realisation.

- Responsible for ensuring access rights are in place for users of the Finance system and for providing oversight of the University's User Access Management environment.

- Represent the Finance Business Systems team and the Finance Directorate and provide financial systems expertise in a range of forums

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to:
- Work with IT to support and develop interfaces with internal and external systems.
- Represent the Finance Business Systems Team at a range of committees and project groups.
- Manage and ensure third party service providers progress incidents, ensuring adequate solutions are provided to the business.
- Attend relevant user group workshops to network with other institutions and to provide feedback on future developments and requirements, and to acquire new knowledge of current or prospective functionality.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Head of Finance Business Systems   Department: Finance

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Graduate degree or equivalent experience	X		Application
Good knowledge of database design and function; ability to analyse, understand and communicate what an IT solution can and cannot deliver	X		Application & Interview
Knowledge of basic accountancy principles	X		Application
Qualified Accountant (ACA/CIMA/ACCA or equivalent)		X	Application
Skills and Abilities			
Ability to understand an IT solution in depth, to design and set up new solutions, to develop existing ones.	X		Application & Interview
Ability to design an IT solution to meet a stated requirement.	X		Application & Interview
Good communicator with an ability to engage professionally with all levels of staff within the University and individuals external to the institution.	X		Interview
Able to communicate technical information to a wide range of staff, within and outside the Finance Department	X		Interview
An ability to determine priorities and to set and meet objectives in the light of university needs and plans	X		Application & Interview
A proactive approach to quickly gain a detailed knowledge of university processes.	X		Application & Interview
High-level analytical and problem solving skills	X		Interview
An ability to lead, manage and motivate a team.	X		Application & Interview
Experience			
Significant experience of operating, developing and managing the use of Unit4 ERP	X		Application & Interview
Proven track record in the successful implementation and management of IT-related business process projects.	X		Application & Interview
Experience of managing third party suppliers and consultants	X		Interview

Experience of Report Writing and SQL	X		Application & Interview
Managing the development of training material and training users in the effective use of the system	X		Application & Interview
Other requirements			
Occasional need to travel to and attend working groups and conferences	X		Interview
Experience of working in the HE Sector		X	Application Form
Demonstrable commitment to equality, diversity, and inclusion	X		