

Job Title: Systems Support Analyst
Reporting to: Finance Systems Manager/Data and Process Manager
Direct Reports: 0
Job Band: Band 4
Size of Team:

Responsible for supporting the Finance Systems Manager and the Data and Process Manager in the maintenance of data within the finance, fundraising, youth subscriptions, HR/Payroll and Patient Records systems and the collection of Direct Debit income. Responsible for maintaining a number of front end applications including sales, accounting and financial reporting applications as well as outsourced systems. Provide process and analytical support to other members of the Finance and Shared Services team.

Key Responsibilities

- Provide day to day front end support and training for all applications provided and supported by the SSC not limited to finance, HR/Payroll, fundraising and patient record systems ensuring the integrity of databases.
- Implement processes relating to services provided by the SSC as directed by the Data and Process Manager or Finance Systems Manager
- Undertake a number of interfaces into the finance systems covering sales, payroll and purchasing transactions. Reconcile transactions and undertake variance analysis and investigation where necessary
- Maintain and administer the systems and processes provided by the SSC in relation to finance, HR/Payroll, National Youth Subscriptions and Fundraising systems.
- Provide first line support to donors and parents in relation to Youth Subscriptions, Oblations and Fundraising Donations ensuring timely and accurate submissions for the collection of income.
- Ensure change logs are kept in relation to software changes made on systems and take appropriate action to inform users and amend processes where required
- Provide a range of analytical information and dashboards for Senior Managers outside of the SSC as directed by the Data and Process Manager or Finance Systems Manager
- Maintain and administer the payments and receipts systems used by the charity minimising the risk of non-availability including the production of payment files
- Undertake the posting and reconciliation of the procurement card payments to SUN accounting system and chase card holders for overdue logs
- Maintain the authorisation registers at the SSC for finance and payroll
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

You will

- Be able to work on your own initiative and be highly motivated to achieve both personally and through the team
- Have willingness to learn and adapt new skills



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) inc Maths & English	✓	
Working towards accountancy qualification	✓	
Educated to degree level of equivalent		✓
Experience		
Experience of providing analytical services within an operational finance department or a shared services environment	✓	
Experience of supporting users of a number of financial, treasury and business applications	✓	
Experience of successful team working	✓	
Experience of designing processes and successfully implementing these		✓
Experience of developing and maintaining relationships at all levels		✓
Experience of financial and business systems		✓
Skills, knowledge and abilities		
Good interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to prioritise workload and manage a simultaneous number of tasks	✓	
Strong analytical skills	✓	
Capable of working to tight deadlines	✓	
Knowledge of application configuration and report design	✓	
Ability to use Microsoft applications at advanced level	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 06/06/2016