



Financial

**Ombudsman
Service**

business systems support analyst

reporting to – business systems support manager

working hours – full time is 35 hours a week. Part time is at least 28 hours across four days a week. Our service is open from 8am to 8pm on weekdays, and 9am to 1pm on Saturdays. You'll agree your working pattern with your manager.

the purpose of your role

Supporting our finance and HR systems. You may also support other business systems outside of finance and HR as well.

As we develop as an organisation, it's vital that we're better able to monitor what we do from both a strategic and change perspective. This includes our finance and HR systems and how we report out of them.

As a business systems support analyst, you'll manage data appropriately and analyse systems and their processes, so we can understand how they rely on each other and can make appropriate changes at a technical level. You'll also look to support the rationalisation and standardisation of our finance and HR policies as well as the organisational processes.

You'll be looking into issues that need resolving or contributing to upgrades that need implementing on our crucial finance and HR systems such as Microsoft Dynamics Great Plains (GP), Cascade, Compleat, Kallidus and our payroll software.

how we'll measure your success

- delivery of your personal and team objectives, and your contribution to our commitments
- delivery of the team's key performance indicators
- feedback from customers, colleagues and your manager
- how effectively you're sharing knowledge in the team
- maintaining the right level of technical knowledge as well as understanding clearly what's going on in the organisation
- how you've lived our values and demonstrated the behaviours we expect of everyone working here every day

you're accountable for...

our customers - our people - our reach - our service

- analysing and resolving issues relating to the support and maintenance of our finance and HR systems – you’ll need to be the expert on either a finance or HR system
- building and maintaining relationships with a full range of stakeholders to make sure that the services you provide meet their needs – including providing training
- making sure data is reconciled from and to our finance and HR systems – you’ll also need to ensure data is managed effectively, including access, quality and retention
- completing wider systems support tasks including month end and year end routines, cut offs, data feeds, data validation and risk management
- constructing test scripts for user testing and helping to manage system changes
- providing reporting on source systems
- meeting agreed service levels and, where possible, exceeding them
- suggesting ways we can get our systems processes working as well as possible, and ensuring we’re set up to pass audits
- developing an in-depth understanding of the needs of the organisation – now and in the future – in order to give our internal stakeholders exactly what they need
- contributing to improvement projects inside and outside the business systems team
- making important decisions around how we fix systems problems, facilitate strong delivery of enhancements to systems and choosing the best options in how to use the tools effectively
- taking personal responsibility for delivering on your objectives in line with our values
- making sure we’re delivering a fair and efficient service, that reflects the diversity of our customers and our people, through everything we do

your experience includes...

- being the expert in maintaining and analysing finance and/or HR systems
- having a good understanding of the ITIL process
- experience of supporting financial or HR applications
- experience of dealing with business users
- having the potential to quickly get to grips with systems, processes and our organisation
- knowing how to translate organisational requirements into technical solutions
- knowledge and understanding of the financial sector
- being able to use your strong communication skills to progress work and manage stakeholder expectations effectively
- building collaborative relationships at all levels of an organisation and being able to effectively manage expectations
- having some knowledge of financial budgeting, financial forecasting, financial modelling, and the preparation of management accounts would be desirable

- demonstrating good knowledge and practical experience of Microsoft Excel – it would also be desirable to have a solid grasp of SQL
- demonstrating strong project management skills – you’ll know how to get things done
- having great attention to detail, and being accurate
- having some experience of coaching or mentoring would be desirable
- having demonstrable ability to manage your own time and work under pressure to deliver for stakeholders
- having the organisational skills to plan ahead and distribute work effectively so that you can meet regular deadlines across periods of several months

we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we’re proud to:

make fair decisions that *feel* fair

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone’s different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it’s vital we stay relevant and accessible

make things better

- we’re proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don’t feel fair
- we’re flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren’t working as well as they could

- we have a budget and commitments to meet — so we care about the resources we use and the money we spend