

## JOB DESCRIPTION

<b>JOB TITLE</b>	Administration and Finance Officer				
<b>DEPARTMENT</b>	ICT				
<b>JOB NUMBER</b>		<b>GRADE</b>	4	<b>DATE</b>	
<b>REPORTS TO</b>	Security Compliance and Administration Manager				

### CONTEXT

### JOB PURPOSE

This role sits within the Department Support team the post holder is expected to have a good understanding of the business operation of the department, the services it delivers to the University and the relationships in place with the customers and suppliers of the department. In addition and appropriate to the role within this team the post holder should have a good understanding of administration and financial management within a large and complex ICT environment supporting a University.

This role will actively contribute to supporting the successful operation of the ICT department and providing an excellent experience for all members of the department, its customers, its suppliers and other partners.

#### **Autonomy**

Works under routine direction. Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.

#### **Influence**

Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. May have more influence in own domain.

#### **Complexity**

Performs a range of varied work activities in a variety of structured environments. Contributes to routine problem resolution.

#### **Business Skills**

Understands and uses appropriate methods, tools and applications. Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with customers, suppliers and partners. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.

## KEY RESPONSIBILITIES

### ADMINISTRATION & DEPARTMENT SUPPORT

Working closely with other members of the team as directed to provide administrative support to colleagues within the department.

- Supporting the ICT service accountable to ensure accurate and up to date information and records are maintained relating to all contracts, supplier relationships, software assets and licenses, hardware assets.
- Gather information required for internal and external audits, compliance reviews, metrics gathering and other similar exercises.
- Gather information to support responses to Freedom of Information requests.
- Support department line managers and the HR business partner to administer staff records management including acting as a department sickness and absence officer.
- Support all members of the department in the arrangement and procurement of training, events, travel, accommodation, subsistence, etc.
- Providing meeting management support to the department including activities such as meeting scheduling, room booking, minute taking and reporting.
- Provide administrative support to the ICT Executive.
- Gather and maintain information for publication to the ICT internal and external websites and other publication channels.
- Maintain records of information about the department and the University capabilities and services, including gathering information from ICT service accountables, to be used in ICT general communications, reports, marketing and awareness raising activities.
- Provide support for department research activities to gain feedback from ICT service users. Support the analysis of department and external surveys and research.
- Provide support for the organisation and staging of departmental promotional events such as workshops, presentations and service launches, manufacturer and supplier collaboration events, service feedback/improvement sessions
- Supports ICT involvement in internal and external events, such as University Open days, enrolment days, student engagement activities, partner and supplier events and activities.
- Clarify matters of a non-routine nature dealing with complex queries and explaining procedures and processes
- Act as a point of contact for colleagues within the University for non-technical support matters related to the operation of the department, responding to general queries.

### FINANCIAL MANAGEMENT, PROCUREMENT & PURCHASING

- Act as a point of contact within the department regarding financial matters, promote financial best practice.
- Provide guidance and support in the use of the finance system. Generate ad-hoc and regular enquiries and reports from the finance system.
- Provide support to department operational and project budget holders and the Finance business partner to maintain accurate financial records, gather information and generate reports relating to financial performance, budgets, forecasts and actual costs.
- Support the Senior Administration and Finance Officer in reconciliation of ledger accounts and projects, investigate variances of actual costs, budget and forecast and contribute to their resolution. Support budget holders in correcting any financial records and generating revised forecasts.
- Provide support to department colleagues and department customers to ensure correct purchasing and procurement practices are adhered to and accurate records are maintained within the finance system.
- Work closely with service desk colleagues to respond and action customer requests for the purchase of ICT equipment and software.
- Checking budget is available before orders are placed. Ensure budget is committed at the earliest opportunity on the finance system after the signed/approved purchase requisition is completed
- Complete regular housekeeping of purchase orders proactively managing the process and status of orders. Ensure all orders and other postings (purchase cards; expenses etc.) are correct; including ensuring the correct use of appropriate project and account code
- Process deliveries and ensure accurate records of the receipt of goods and services are maintained within the finance system.

- Support the Senior Administration and Finance Officer, budget holders and the Finance business partner in preparing for financial year end and preparation of the following year's budget.

### **PERSONAL DEVELOPMENT**

Develops and maintains knowledge and awareness of the operation of the department and the University by:

- Reading relevant literature and attending training
- Maintain regular contact with other colleagues and the Finance business partner regarding finance best practice.

### **COMMUNICATION & PERSONAL NETWORKS**

- Meeting and maintaining contact with colleagues in other departments and taking an active part in appropriate University forums and groups
- Creates relationships with a range of stakeholders.
- Ensures discretion and confidentiality is maintained regarding matters and information concerning personal and confidential information.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

### **ADDITIONAL INFORMATION**

#### **Scope and Dimensions of the Role**

The post holder will work flexibly and independently, in order to deliver on objectives.

#### **Key Working Relationships/Networks**

<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• ICT Department Support Team Manager</li> <li>• ICT Department Support Team</li> <li>• ICT Senior Management</li> <li>• ICT teams</li> <li>• Finance business partner</li> <li>• HR business partner</li> <li>• College staff (research, academic and administrative)</li> <li>• Professional service staff</li> <li>• Student Union</li> <li>• Students</li> </ul>	<ul style="list-style-type: none"> <li>• Key Suppliers and Commercial Partners</li> <li>• Other institutions</li> <li>• Sector bodies (UCISA/JISC)</li> <li>• Relevant professional bodies</li> <li>• Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.</li> </ul>

## PERSON SPECIFICATION

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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
<b>Qualifications:</b>		
Relevant financial or administrative qualifications or equivalent experience	D	A,I
<b>Experience:</b>		
Experience of financial management	D	A,I
Experience of procurement and purchasing	D	A,I
Experience of department administration	E	A,I
Proven record of delivering results within a given timescale	E	A,I
Knowledge of the HE sector	D	A,I
<b>Skills and Knowledge:</b>		
Use and operation of a finance system	E	A,I
Computer literate and a good knowledge of Microsoft Office applications	E	A,I
Broad understanding of ICT disciplines	D	A,I
Problem analysis and solving skills	D	A,I
Good written and verbal communication skills	E	A,I
<b>Competencies and Personal Attributes:</b>		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R
Initiative and confidence	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.