

Job Description

Job title:	Finance Systems Administrator
Reports to:	Systems Accountant
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

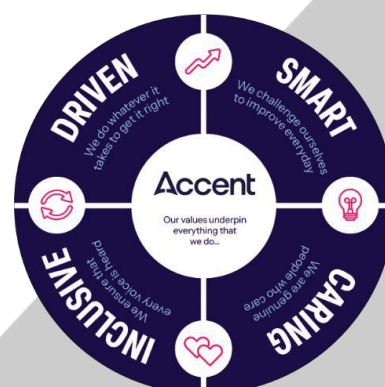
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Finance Systems Administrator, you will provide vital support to users of the Group finance system. Your role is essential in ensuring the system is available, efficient, and used effectively by the team. You will maintain system workflows, troubleshoot issues, provide guidance and support training to ensure all users can perform their roles seamlessly, thereby supporting the overall financial performance of the organisation.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In your role, you will embody these values by providing excellent system support and ensuring financial data integrity. You will work closely with internal stakeholders, offering technical expertise and solutions that enhance the financial operations of the organization. Your ability to troubleshoot, adapt, and communicate effectively with non-technical colleagues will be key in delivering outstanding service and ensuring smooth system functionality. By upholding Accent's values, you will contribute to the success of the finance team and the wider organization.



Key Responsibilities and Duties

- Support the Systems Accountant in ensuring the quality and integrity of the Group Finance System, confirming it meets business requirements and delivers a high-quality user experience.
- This role includes troubleshooting issues, implementing system enhancements and supporting year end finance processes by ensuring data integrity and compliance with financial regulations.
- Provide access and support training to users on the relevant modules and reports, ensuring efficient and effective use of the Group Finance System.
- Offer first-line support by diagnosing and resolving technical issues, ensuring incidents and service requests are recorded via the IT Service Desk, prioritised, and resolved in a timely manner.
- Devise workarounds for system issues while maintaining data integrity, obtaining assistance for more complex issues from the Database Administrator/Technical Engineers/Unit 4 Cloud Support as required.
- Assist in exploring, developing and rolling out new reporting, payroll and transactional functionalities for all modules of the Group Finance System to ensure their effective use.
- Create, update and remove users, ensuring correct roles are applied and all changes are logged via the IT Service Desk. Carry out regular user and role audits, documenting and evidencing the results via the IT Service Desk.
- Maintain and update process workflows within the system and implement necessary changes to comply with legislative updates and group standing orders
- Support the Systems Accountant with the month end and year end Group Finance System processes, working with Finance colleagues and the business to resolve outstanding order queries in the Group Finance system; updating and maintaining financial accounting periods and assisting in the rollover of the year end balances.
- Maintain and process financial and logistics daily interfaces from the Group Housing Management System, reconciling the transfer of payments and charges daily.
- Lead testing of system upgrades, patches, and new features, ensuring thorough testing and user training are completed.
- Support the Finance team, by ensuring all expenditure is correctly documented in the Group Finance System and records are maintained for audit purposes, contributing to the integrity of financial reporting.
- Create and maintain technical and end user documentation for systems processes and support ongoing training to ensure users are equipped to use the system effectively.
- Collaborate with the Database Administrator/Technical Engineers/Unit 4 Cloud Support to manage system changes and upgrades, ensuring a smooth transition and minimal disruption to users.
- Ensure ongoing system maintenance by conducting routine checks and preparing upgrade schedules to keep systems functioning optimally.
- Uphold Accent's code of conduct and ensure all Group financial systems are operated in compliance with internal policies, procedures, and external regulations.
- Support the wider Finance team with special projects, audits, VAT and Making Tax Digital and system improvements as required.
- Deputise for the Systems Accountant in their absence

The must haves:

- Strong knowledge of Unit4 ERP System , including system administration, financials, logistics, fixed assets, expenses, planner and payroll/HR modules
- Experience working in a busy financial environment, providing system administration and analytical support
- Experience providing user training and maintaining training materials
- Excellent customer service skills, with experience handling support calls and diagnosing user issues
- Strong PC and spreadsheet skills
- AAT Accounting Qualification or equivalent experience
- Commitment to continuous professional development, with the ability to stay up to date with emerging system trends and technologies
- Equal opportunities and diversity awareness

The added extras:

- Experience working within the social housing sector
- Experience managing system upgrades and leading testing processes
- Knowledge of finance and procurement processes
- Knowledge of MIS Active H Housing Management System
- Knowledge of basic SQL (Structured Query Language)
- Willingness to work occasional evenings and weekends to ensure system availability during office hours

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.