



ROLE ADVERT

- ROLE TITLE:** **Systems Support Officer**
Permanent (2 posts)
- POST ID:** **RFN38**
- GRADE:** BAND C SCP13 – SCP 17 (£15,598-£16,998)
- HOURS:** 37 hours per Week
- LOCATION:** Magor, although the post holder will be required to work in an agile manner. This may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.
- PURPOSE OF POST:** To provide a System Administration function for the Authority's financial systems (including Agresso, Northgate, Civica and Comino).
- To be the first point of contact for all system users, providing advice, support and information as required.
- To ensure supplier invoices are accurately entered onto Agresso and within agreed timescales
- To manage and distribute the mail for the Revenues, Systems and Exchequer Team, both electronically and manually

Should you require any further information regarding this post, please contact: Lisa Widenham – Finance Manager Tel: 01633 644282

Closing Date: 12 noon on 9th January 2015

Please note that we are not able to accept CV's

Application forms can be completed online or down loaded via:

<http://www.monmouthshire.gov.uk/home/education/jobs-and-employment/how-to-apply-for-council-jobs/>

Completed paper application forms should be returned to the following address:-

Employee Services, Monmouthshire County Council, PO BOX 106,
CALDICOT, NP26 9AN

Monmouthshire County Council is an equal opportunities employer and welcomes applications from all sections of the community. All posts are open to job-share unless stated otherwise.



ROLE PROFILE

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GRADE:	BAND C SCP 13 – SCP 17 (£15,598-£16,998)
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RESPONSIBLE TO: Financial Systems Support Administrator

The Revenues, Systems and Exchequer Team ...**Who are we?**

Our Purpose:-

We are here to support users of our many systems. This includes providing users with the necessary tools, skills and understanding to get the most out of the various financial systems used across the Authority. We are also the team responsible for paying our suppliers, ensuring that the right amount of money is paid at the right time.

The Purpose of this Role:-

To provide a System Administration function for the Authority's financial systems (including Agresso, Northgate, Civica and Comino).

To be the first point of contact for system users, providing advice, support and information as required.

To ensure that suppliers are paid the right amount or money at the right time.

To manage the mail for the Revenues, Systems & Exchequer Team both electronically and manually.

Expectation and Outcomes of this Role:-

That System users queries are dealt with professionally, knowledgeably and preferably within one contact with the Team.

You will be expected to distribute the mail in and out of the Division on a timely basis to ensure that this gets to the right people so it can be actioned appropriately.

You will be expected to process supplier invoices accurately and in a timely manner, resolving any issues as they arise in order to meet the required payment targets for the Authority.

Your responsibilities are to:-

- Maintain strong and productive working relationships with our system users.
- Assist the Financial Systems Support Administrator in ensuring that payments to suppliers are made efficiently and effectively, within predefined timescales and in line with legislative requirements.
- To assist the Financial Systems Support Administrator in providing a daily 'Help Desk' service to all service users.
- To assist the Financial Systems Support Administrator in administering and distributing the Division's mail on a daily basis.
- To carry out any other duties commensurate with the post

Here's what we can provide you with:-

- Management and team support
- On the job training to learn the systems and associated tasks
- Access to IT training courses relevant to your role
- A flexible work environment
- Agile working

What else you need to know.....Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

		Requirements	High/Medium	Ascertained by
1	Experience	Possess at least one year's experience of working in a financial system's environment, preferably within Local Government	High	Application form & interview
2	Qualifications	Qualified to a minimum of 5 GCSE's including Mathematics and English	Medium	Application form
3	Knowledge	A good level of computer literacy, with experience of Excel, Word and complex computer based financial ledger systems	High	Application form & interview
4	Aptitude & Skills	Efficient at operating electronic Financial Management Systems (E.g. Agresso, Comino & Northgate)	High	Application form & interview
		Good interpersonal skills with the ability to work as part of a team	High	Application form & interview
		The ability to organise yourself under pressure and to achieve deadlines, according to stated timescales	High	Application form & interview
		Able to demonstrate a high level of accuracy in the work produced	High	Application form & interview
		Ability to work well independently and in a flexible manner as per the needs of the service	High	Application form & interview
5	Communication Skills	Good written and oral skills are a prerequisite of the post, with the ability to interpret and communicate complex financial information	High	Application form & interview
		Able to demonstrate the ability to establish effective working relationships with a diverse range of people	High	Application form & interview
6	Other	To abide by the Council's Equal Opportunities Policy.	High	Application form & interview
		Hold a current driving licence and have access to a car	Medium	Application form

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Closing Date: 12 Noon on 9th January 2015