

Finance Systems Administrator

Job description

It will take a society to beat dementia. Alzheimer's Society.



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Finance Systems Administrator

Position in the organisation

Reports to the Finance Systems Analyst
Member of our Finance Systems & Data team.
Part of our Finance & Assurance directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

In Finance & Assurance, our vision is to be the Society's single point of truth. We are trusted partners, credible experts, working as one team to be a true enabler to the organisation as it makes impact to end the devastation of dementia.

Partnership, collaboration, accountability, professionalism and a restless desire to constantly improve are needed in every role across Finance & Assurance. Constant improvement is what this role is based on, ensuring we gain maximum benefit from our systems, processes and the data they provide us with now and into the future.

The Finance Systems Administrator is key to the team providing first class customer service and user experience. This role will work with colleagues across the society to promote the effective use of the finance systems through guidance and support. They are responsible for maintaining effective working relationships to ensure that issues are resolved and tasks are completed in a timely manner, all whilst maintaining good communication and providing regular updates on progress. As such, communication and engagement is key to this role's success.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

- Provide excellent customer service by acting as first-line support for Unit4 and integrated system queries, issues and requests
- Resolve request tickets including creating and amending account codes, applying approval substitutes, granting system access and permissions
- Work with users to clearly document issues and change requests requirements and escalate complex matters to senior colleagues
- Develop and maintain user-friendly documentation and training materials to support knowledge sharing across the society and signpost end-users to available resources and assist where necessary
- Be responsible for month-end, year-end and other scheduled system tasks
- Support in resolving system errors including posting failures and integration failures
- Complete ad-hoc tasks as required to support finance systems project deliverables
- Champion system adoption, promote good practice and encourage consistent use of functionality and challenge off system workarounds
- Ensure highly organised approaches to the administration and governance of our system, processes and workload
- Build trusting relationships with colleagues across Finance, Assurance and the wider society to establish and grow our single point of financial truth, working collectively on solutions to challenges and celebrating progress together

We are looking for someone who can...

- Understand the critical role of Finance & Assurance as an enabling partner directorate in ultimately creating impact to end the devastation of dementia, linking everything you do back to the ultimate objectives of the Society
- Work collaboratively and enthusiastically with colleagues across Finance & Assurance and across the Society more widely to deliver first class customer service
- Role-model our values and embrace a high challenge, high support, high performing environment
- Adhere to all the Society's service standards, policies and procedures
- Comply with the data protection regulations, ensuring that information on clients remains confidential
- Be enthusiastic for personal learning and development, to support the learning and development of others and the whole organisation
- Work in a manner that facilitates inclusion, particularly of people with dementia
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment
- Be pro-active and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Knowledge of core finance processes, particularly in a large organisation. Working towards AAT or similar qualification would be beneficial	A
Experience of working with finance or other business systems with a willingness to learn and develop subject matter expertise in Unit4 and integrated systems	A
Experience of providing excellent customer service to a wide range of users, proactively improving user experience and system understanding	I
Experience of working in environments where attention to detail and adhering to auditable procedures is critical	I
Track record of maintaining fastidious records and managing complex documentation	A
An ability to understand and report on your progress, performance and impact	A
Ability to and experience of reporting on system and project performance relative to brief	A
Experience of building strong working relationships with peers across multiple departments	I

Competencies & personal attributes	Application (A) or interview (I)
Is self-motivated and works well independently, can organise their own time and prioritise tasks. Is proactive in seeking assistance or training where required and clearly communicate issues in a timely manner	I
Is comfortable working collaboratively to achieve shared goals, can communicate effectively, actively listen to others and provide expert feedback to work towards desired outcomes. Is welcoming and respectful of diverse perspectives, experiences, and opinions	I
Celebrates progress, solutions and impact rather than activity	I
Delivers effectively to timelines in complex and sometimes ambiguous environments	A
Deeply committed to the development of yourself and others	A
Resilient and adaptable, with a strong work ethic and the ability to navigate changing situations and diverse teams	I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contributions rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers

[youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face coocusselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave - 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave