

Systems Officer

Job description

Together we are help and hope for everyone living with dementia



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.

Systems Officer

Position in the organisation

Reports to the Systems Accountant

Member of our Finance 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 Systems Officer is resolutely focused on embedding and improving our finance system, and processes, supporting the Systems Accountant on a range of projects to strengthen and integrate it, and engage others on its effective use. This role works collectively with colleagues primarily across other Finance functions to ensure they are equipped with the tools and insight they need to cement a single point of financial truth across the Society. In particular, they are responsible for supporting the planning and implementation of improvements or adaptations to our finance system and maintaining effective relationships with Society colleagues as the work progresses, reporting routinely 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

- Support the delivery of a prioritised work programme alongside the Systems Accountant and the wider Finance team, integrating those programmes across Finance & Assurance through effective shared planning and communication.
- As first-line triage for Unit4 and integrated system queries, resolve issues, escalating highly complex matters to senior colleagues.
- Become a subject matter expert in Unit4 ERP by actively supporting end-user queries and continuously deepening system knowledge.
- Develop and maintain user-friendly documentation, FAQs and training materials to support knowledge sharing across teams.
- Deliver engagement and learning programmes to improve understanding, confidence and compliance around our finance system.
- Contribute to reporting improvements by supporting the development and maintenance of standardised reports and dashboards as well as routinely and proactively report to the system accountant and others on the nature, number and frequency of queries, ensuring these data are supported with analysis and proposed actions in response if required.

- Assist Systems Accountant with maintenance of system structure, such as Chart of accounts, data objects, role permissions and change logs, to support effective governance and finance data and structural integrity.
- Champion system adoption, promote good practice and encourage consistent use of functionality and challenge off system workarounds.
- Assist in the delivery of system upgrades, patches and new functionality by supporting testing, coordinating user acceptance and ensure smooth transition into BAU.
- Support Integration points between Unit4 and other connecting systems, (e.g. Proactis, Clarity, Avalara, HR and payment systems), ensuring data flows correctly and consistently.
- Ensure highly organised approaches to the administration of our system workload and queries.
- Build integrated and trusting relationships with colleagues across Finance, including Finance Business Partners, Procurement Officers, and Associate Accountants to establish and grow our single point of financial truth, working collectively on solutions to challenges and celebrating progress together.
- Work closely with IT colleagues to monitor system performance, troubleshoot or escalate issues.
- Role-model the ideal use of Unit4, sharing your expert knowledge and insight with colleagues across the Society.

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 partnership and expertise.
- Role-model our values and embrace a high challenge, high support, high performing environment.
- Drive continuous improvement, including through bringing best-practice from across the sector and more widely, using horizon-scanning and networks to bring new ideas to the table.
- Have the ability and willingness to travel independently on behalf of the Society on request, including occasional overnight stays as required.
- 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 and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.

- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Solid foundation in business systems or ERP environments, with a willingness to learn and develop subject matter expertise in Unit4. Experience with financial reporting tools is desirable (e.g., Tableau, Power BI). And experience of Avalara and Proactis would be beneficial.	A
Strong analytical and problem-solving skills, with the ability to troubleshoot technical issues and propose effective solutions.	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 and delivering with others on complex projects.	A
Experience of working in an environment where first class customer service or partnership is essential, proactively improving user experience and internal system understanding.	A
Experience of working in environments where attention to detail is critical.	A
Good core accounting of general finance process knowledge, particularly in a large organisation.	A
Track record of maintaining fastidious records and managing complex documentation.	A

Competencies & personal attributes	Application (A) or interview (I)
Takes initiative and is comfortable working independently as well as collaboratively	I
A critical thinker, able to identify and act on ways to work more effectively and efficiently	A
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
Welcoming and respectful of diverse perspectives, experiences, and opinions	A
A team player who sees opportunity and energy in working together to solve problems	I

*Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society
YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)*

Our benefits



Financial Security

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



Health & Wellbeing

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



Personal Development

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



Family & Dependents

- 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