

The Education People

Job Description: Systems & Support Senior Officer



Section: Schools Financial Services

Location: Maidstone

Grade: TEP9

Responsible to: Systems & Support Manager

Purpose of the Job:

To develop and administer information systems and software operated by Schools Financial Services and its customers. To provide support, assistance and advice to system users.

To develop and maintain procedures and guidance notes in relation to all newly developed systems and software to ensure effective delivery of support to schools.

To supervise a team of administrators.

To support the requirements of the marketing strategy.

Main duties and responsibilities:

1. Operationally manage and assist with the development of the Budget Planning Software, ensuring at all times the software meets customer requirements and expected service levels.
2. Assist with the maintenance and development of information systems (primarily SFS's Customer Relationship Management system and SharePoint).
3. Assist with the research, development and implementation of new and existing applications and software's to preserve longevity and ensure Schools Financial Services continue to meet business needs.
4. Contribute to the Customer service system, by assisting with the development of a Customer Feedback system, that will assist in ensuring our customers voice is heard, that will in turn retain existing customers and inform product development to meet the needs of the customer.

5. Devise and deliver training to ensure Schools Financial Services staff use all systems competently and be an expert for any queries.
6. Contribute to the running of the Schools Financial Services administration functions; Corporate banking, training, marketing and office administration processes. Including the supervision of the Systems & Support team administrators. This includes detailed and complicated excel spreadsheet maintenance and development.
7. Utilise systems to promote Schools Financial Services to increase income in accordance with the marketing strategy.
8. Deliver and support school based traded contracts as necessary, including urgent and high risk ad hoc contracts, as agreed with the Business Manager.
9. Support the delivery of all business requirement of Schools Financial Services.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The Education People Person Specification

Schools Financial Services

Systems & Support Senior Officer – Grade 9



The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

Qualifications	Financial/IT qualification or equivalent and/or proven ability to do the job
Experience	Experience in working with a wide range of IT systems preferably in a finance environment Experience of working in and supervising a team
Skills and Abilities	Excellent IT skills including Microsoft office including Excel and web based programmes Ability to adapt to new IT systems Excellent written and verbal communication skills Ability to work on own and as part of a team Excellent organisational skills Training and developing skills Ability to maintain confidentiality Good research, analytical and interpretive skills Fluent in English
Knowledge	An understanding of national and local policies, financial controls and procedures Working knowledge of school finance systems Working knowledge of IT programmes Good understanding of GDPR Good knowledge of the education system
Company Values and Expectations The Education People we are guided by our shared values: <ul style="list-style-type: none"> • Moral Purpose: We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances. • People First: We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve. • Stronger Together: We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners. • Excellence: We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality and cost. • Spirit of Innovation: We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery. • Integrity: We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values. 	