

Role: Finance Helpdesk Assistant
Department: Service Desk
Salary: From £19,335 per annum
Responsible to: Senior Team Leader

Job Purpose:

Provide an effective and comprehensive service to assist in the delivery of all Finance services provided by the Finance Operations team ensuring high levels of customer service and a timely delivery.

Main duties and responsibilities:

- i. Provide first line support via phone, email and live chat facilities to all of our customers. Adhering to all of our agreed Service Level Agreements. Escalate calls where appropriate to the second line teams where appropriate.
- ii. Make amendments to Financial data, in accordance with the appropriate procedures, regulations and standards. Ensure that all customers receive the correct response to a defined and consistent standard. Monitor issues and promptly raise any areas of concern with your line manager.
- iii. Maintain relevant entries on Oracle financial records, call log system and electronic files ensuring the quality and integrity of financial data, adhering to Data Protection. Accurately log telephone and e- mail enquiries as required. Retrieve data to support responses to enquiries and correspondence, offer advice and solutions to provide timely resolution or escalation as appropriate.
- iv. Actively keep up to date with relevant regulations, legislation and statutory requirements, including PCI DSS Regulations and Customer Finance Policy.
- v. Implement and review use of appropriate office systems and practice, making suggestions for improvements and applying any agreed changes. Contribute to the knowledge of the teams through team briefings and training to improve efficiencies of the team and response targets to deliver a customer focus service.
- vi. Plan and organise own work, deal with both routine and unexpected tasks, work flexibly across the delivery function to meet demands on the business and support multi- disciplinary working.

- vii. Develop and proactively maintain good working relationships with internal HR colleagues, managers and staff and external customers, clients and suppliers, by keeping in regular contact via e-mail, telephone, offering advice, solutions and information.
- viii. Ensure work standards and Finance Performance Indicator targets as set by the Team Leader are consistently met. Provide other functions, including Pensions, HR and/or other organisations with all relevant data to ensure Customers receive an excellent, seamless service. Communicate information you have identified that would be of value to the wider team or customers.
- ix. Take part in projects and tasks that enhance the running of the Finance Operations team. Assist with user acceptance testing and system development / process improvement activities as required.
- x. Actively work towards Team and Finance Operations business objectives and team competencies set by the management team and incorporate Behaviours and Values. Provide a 'can-do' approach to your work and tasks and use initiative to make improvements with customer focus and efficiency at the forefront of your actions.

Corporate Responsibilities

All senior executives and heads of service have an explicit responsibility to support the company in the delivery of its business plan. Providing support and guidance for its workforce and being a strong advocate of the company's people strategy.

Description of Business

The company is dynamic and agile and is built on a service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and reinforce the company's reputation for delivering high quality back office services to its customers.

Person Specification

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Qualifications	<ul style="list-style-type: none"> • NVQ2 or GSCE level (5 grades A - C) or equivalent. • Willingness to study and achieve a Level 2/3 AAT Accounting qualification.
Experience	<ul style="list-style-type: none"> • Experience within an operational finance team. • Use of Oracle Financials or other finance platform. • Contributing to the development and implementation of financial practice.
Skills & Abilities	<ul style="list-style-type: none"> • Good communication and systems skills. • Establish and maintain good partnership working with managers and colleagues. • Ability to be extremely accurate, detailed and confidential. • Ability to be organise own workload to deliver to tight deadlines and work under pressure. • Ability to carry out work and tasks with a customer focus approach. • Ability to learn quickly and enhance processes, applying changes and showing others. • Ability and willingness to participate in HR related projects. • Good level of IT skills including Excel and Word. • Good team player and ability to be self-motivated and apply initiative.
Knowledge	<ul style="list-style-type: none"> • Good understanding of financial processes, practices, and financial legislation. • High calibre customer care procedures and best practice • Good knowledge of Data Protection and confidentiality issues. • Awareness of need to work within Financial Regulations. • Awareness of different payment mechanisms. • Aware of commitment to diversity. • Awareness of values and behaviour to underpin what we do and the way we do it.