

Technical Finance Support Analyst

Between £25k - £30k pa - Depending on Experience

Permanent contract

Laptop & free secure parking

37hrs per week (with flexible working hours and working from home)

Pension, Minimum 24 days annual holidays – plus Public Holidays

Significant professional development opportunities

The opportunity

SAAF Education is a key strategic partner to a vast array of schools and academies and due to the continued demand for our services we are expanding our team. We are looking for a talented team player who can communicate effectively at all levels and support schools and academies with their technical finance needs, including finance system configuration, advanced / bespoke system security and supporting with day-to-day finance and software support queries.

The role entails oversight of the technical / finance helpdesk, resolving both day-to-day finance and technical queries, but also planning and completing discreet technical finance system projects for clients.

Although we are looking for someone with the right qualifications, we are interested in hearing from passionate people with the right attitude and experience, alongside a flexible and solution focused proactive mindset.

Responsibilities

- Day to day oversight of the technical / finance helpdesk
- Supervision of Technical Assistant
- Advising Technical Assistant on how to respond to client queries
- Supporting clients with day to day general 'how to' finance and technical queries
- Supporting clients with posting queries including reversals and amendments
- Supporting clients with bank reconciliation balancing, VAT processing and other finance related queries
- Implementing and reviewing 'how to user guides' for the helpdesk knowledge base
- Supporting clients with finance software configuration
- Supporting clients with setting up new users and remodelling software security settings
- Assisting clients with nominal & ledger maintenance and advising on best practice and the SAAF Standard

Skills

- Strong technical finance / IT background
- Excellent customer relationship management knowledge
- Ability to work under pressure and meet deadlines
- Has the ability to self-manage and be a self-starter
- Attention to detail and excellent analytical skills
- Strong SQL server skills
- Innovative, problem solving, influencing, questioning and listening skills
- Managing difficult conversations and de-escalation skills
- Ability to explain financial data using non-financial jargon
- Strong team player
- Time management and organisation skills
- High level of technical and IT abilities including finance software
- Excellent written skills
- Hard-working, logical and technical
- Inquisitive self-developer who is willing to learn, adapt and implement new ways of working
- Professional and positive attitude
- Willing to go the extra mile in order to succeed

Experience

- Technical working knowledge of multiple systems e.g. IRIS Financials / Sage / Cintra / Civica etc with the ability to transfer skills from one package to another
- Highly skilled in using Microsoft business applications including Excel
- Experience in Microsoft reporting services
- Proven track record of nurturing and developing professional relationships
- Proven experience working in the finance technical arena
- Experience of a customer focused role
- Experience of SQL Server
- Experience of finance system workflows
- Experience in importing and exporting to / from finance systems
- Experience in system configuration

Qualifications

- Level 2 or equivalent in Maths and English
- Degree in Computer Science or qualified by experience

Personal Qualities

- Able to drive and have access to a vehicle
- Strong interpersonal skills
- Proactive
- Remain calm under pressure and ability to handle challenging / sensitive issues
- Confident
- Self-motivated
- Strong team player