

Shared Services Officer

Department: Treasury and Exchequer

Division: Finance Hub

Reports to: Team Leader

JE Reference: STE1026

Grade: CS06

JE Date: 14/2/2022

Job purpose

To administer and provide comprehensive support within the Shared Services function, and across Government of Jersey, providing a financial, analytical and advisory support service. The postholder will provide individual contribution working within a team, offering first line support to services.

Job specific outcomes

1. Provide a broad range of high level finance processing services to the relevant business area, using initiative and drawing on experience to anticipate business needs and respond accordingly.
2. Respond to practical queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service to all across a range of tasks that require knowledge and understanding of Treasury functions.
3. Organise, input into and monitor databases to ensure accurate recording; undertake analysis and produce non-standard reports to provide the business with the information it needs to support decision-making.
4. Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance, contributing as part of the wider Shared Services Team.
5. Undertake reconciliations on suspense accounts and investigate and correct any discrepancies identified to ensure all accounts are reconciled. Set up and process payments via direct debit, and other electronic transfers.
6. Develop and maintain an awareness of other teams and services activities, building positive relationships with them to ensure a collaborative service is provided to the business.
7. Responsibility of processing of invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management ensuring they adhere to the public finance manual

8. To maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
9. Create and update performance measurement tools providing advice and support to managers to ensure the integrity, data quality and production of management information is accurate to meet KPIs and SLA requirements.
10. Prioritise own workload around planning and sequencing of assigned tasks to ensure the workflow is maintained and processing deadlines are met and carried out in accordance with relevant legislation

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to A level standard or NVQ level 3 in business administration or equivalent experience	CAT or IAB qualified
Knowledge	<p>Knowledge of operating across a number of systems and adjusting to specialist systems;</p> <p>Knowledge of shared services functions accounts payables, income collection or financial processing)</p>	
Technical / Work-based Skills	<p>Have used computer systems to enter data and retrieve data;</p> <p>Proficient in using computer applications e.g. Microsoft Office, in particular Excel</p> <p>Attention to detail and ability to record information accurately with minimum supervision</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p>	
General Skills/Attributes	<p>Able to accurately record information and data;</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise;</p> <p>Organised and self-motivated;</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc;</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity;</p> <p>Be able to operate within a number of specialised IT and software systems;</p> <p>Be able to carry out skills, complicated established activities.</p>	

Experience	<p>Practical relevant work experience in the provision of broad administrative support within a complex business model;</p> <p>Ability to manage a varied workload;</p> <p>Ability to work at pace and retain a resilience in the face of pressurised situations.</p> <p>The ability to prioritise and manage the workload</p> <p>In depth understanding of administrative methods that have been learned through direct job experience.</p>	
Criteria relating to Safeguarding		

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.