

<b>Advisor – Shared Services</b>	
<b>Department</b>	Treasury and Exchequer
<b>Section</b>	Finance Hub
<b>Reports to</b>	Manager – Shared Services
<b>JE Ref</b>	STE1036.1
<b>Grade</b>	CS10
<b>JE Date</b>	23/05/2022
<b>Job purpose</b>	
<p>Provide technical expertise and financial insight within the Shared Service Centre, to support excellent customer service and ensure the States' income and debt collection, payments and accounting entries are controlled, reconciled and approved to meet best practice.</p> <p>Post holders will rotate between posts to ensure that they gain a broader understanding of advisor responsibilities across the Shared Service Centre and to aid succession planning.</p>	
<b>Job specific outcomes</b>	
<ol style="list-style-type: none"> <li>1. Expert on financial policies, cost drivers and performance metrics in order to provide high quality financial advice and build trusted relationships with departmental teams and provide the 'voice of the customer' back into the Government' Treasury and Exchequer.</li> <li>2. Deliver coaching, training and mentoring to mitigate financial risks identified through completing quality checks on officer processing, offering feedback and escalating any concerns or issues in a timely manner whilst seeking to find resolution.</li> <li>3. Responsible for workflow management identifying which workstreams should take priority and allocating resources. Plan the work of each section to minimise the impact of peak demand, delivering a value for money service that is effective and efficient.</li> <li>4. Develop, maintain and run system reports and data structures, producing performance reports for Managers clearly indicating if KPIs and SLA performance measures are met. Perform independent analysis and interpretation, meeting departmental teams to discuss and identify requirements to improve the information provided improving team performance.</li> <li>5. Lead projects using project management methodology, gathering system requirements by meeting with system end-users and other key stakeholders in order to review the effectiveness of the current system. Take responsibility for system performance and security protocols to meet the regulatory and functional needs.</li> <li>6. Lead the reconciliation of several bank accounts approving accounting entries and completing journals, adjustments, recharges (e.g., accruals, prepayments etc.) in compliance with accounting standards and financial policies.</li> </ol>	

7. Establish the agenda for effective service review meetings with Heads of specific departments to ensure open and continuous dialogue on all financial matters and decisions.
8. Investigate complex cases and provide a conclusion in compliance with local and international legislation where relevant understanding the implications of other legislation on decisions. Use investigative techniques to solve queries reviewing legislation to meet corporate priorities and enable better decision making.
9. Drive improved financial processing within departments through advocating and executing financial process, policies and standards. Provide coaching intervention to develop understanding and champion training for departmental teams to improve budget holder responsibility through new and existing financial process and policies.
10. Responsible for team performance ensuring SLAs are consistently met and when necessary, take remedial action to maintain the quality of the services delivered. Perform independent analysis and interpretation of performance reports indicating if KPIs are met, meeting departmental teams to discuss opportunities to improve accuracy, efficiency and effectiveness of shared services processes.
11. Deliver specialist training to the team on accounting standards and customer service applying the service excellence framework in all interactions to create positive experiences for our customers externally, and internally with each other. Complete regular call coaching to identify development needs and improve service delivery
12. Provide consistent and clear financial reporting returns to the Group Reporting team to feed into monthly group management accounts and year-end reporting. Provide responses to queries and challenges on figures being reported and to queries from internal and external auditors to ensure the Government receives an unqualified audit report.

### **Statutory responsibilities**

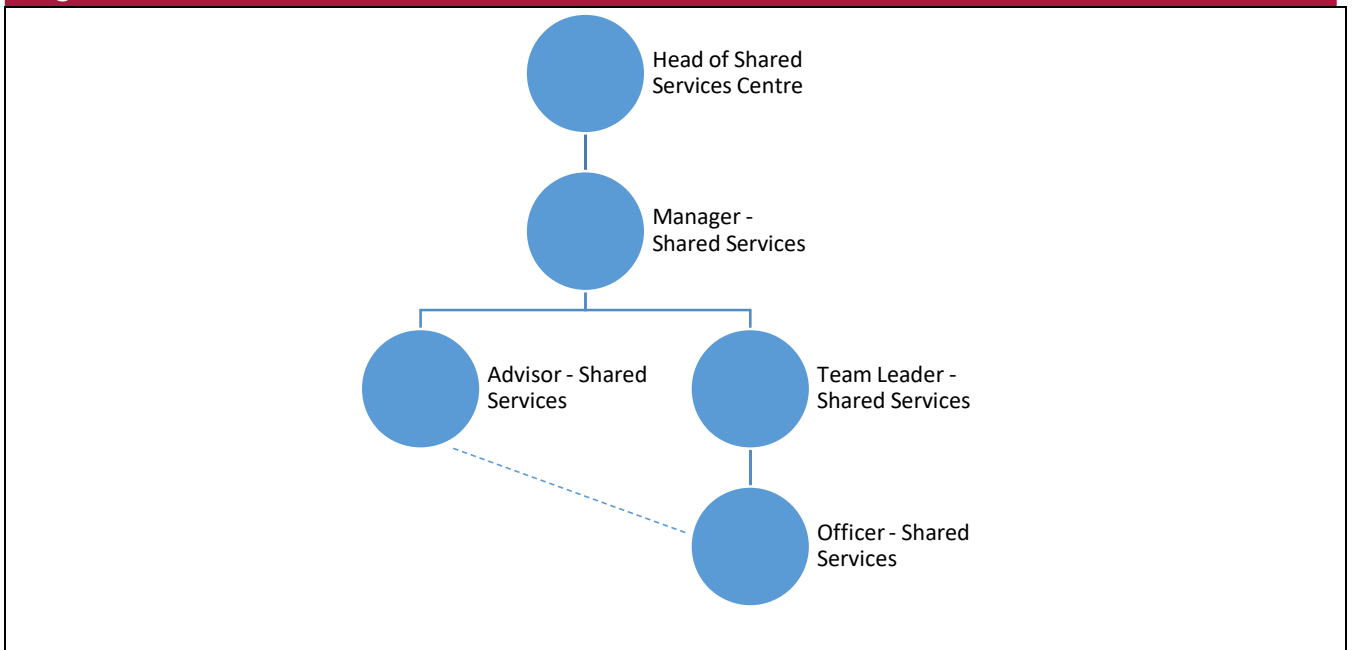
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

One Government Departments



Organisation chart



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>A degree, Accounting Technician (e.g. AAT, CAT) or equivalent experience</p> <p>CCAB (chartered accountant) part-qualified</p>	
<b>Knowledge</b>	<p>An understanding of Government of Jersey legislation specifically Public Finance, Tax, Social Security and Public Sector Pension Laws</p> <p>Best practice of Shared Services functions (Order to Cash, Invoice to Pay, Record to Report, Systems &amp; Pensions)</p>	
<b>Technical / Work-based Skills</b>	<p>Numerical skills and the ability to work accurately with figures whilst under pressure.</p> <p>Strong analytical skills with the ability to investigate complex problems, develop solutions and implement.</p> <p>Ability to proficiently use financial software packages and Microsoft office software, in particular Excel.</p> <p>An ability to problem solve, to process work with accuracy and prioritise tasks.</p> <p>Strong literacy skills with the ability to develop and write procedures.</p>	<p>Government Pension schemes (PEPF Final Salary, Career Average schemes, JTSF) or similar pension schemes in similar organisations</p>
<b>General Skills/Attributes</b>	<p>Excellent oral and written communication skills with the ability to adapt the approach dependent on circumstances.</p> <p>High level of customer service including the ability to carry out customer negotiations and demonstrate a level of assertiveness when circumstances dictate to achieve a positive outcome.</p>	

	<p>Ability to work at pace and retain a resilience in the face of pressurised situations.</p> <p>Adaptable and comfortable working with ambiguity. Willingness to make decisions where no precedent or guidance is available.</p> <p>The ability to prioritise and manage their workload.</p>	
<b>Experience</b>	<p>Experience of leading, coaching and developing individuals.</p> <p>Experience of working in a financial transaction processing or customer services environment.</p> <p>Experience of prioritising and managing workflows. Checking/approving the work of others.</p> <p>Experience of working in a financial transaction processing or customer services environment.</p>	

### Personal Attributes

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 5 core accountabilities attributes and behaviour indicators.