

Job title:	Financial Systems – Helpline Advisor
Job ref:	HFL1396
Hours:	37 hours (Part-time will be considered).
Salary band:	Band 4 - FTE £26,000 - £28,000 p.a. plus excellent benefits
Contract:	Permanent
Reports to:	Systems Team Manager
Team:	Systems Team
Location:	Remote working with flexibility required to work across educational settings in Hertfordshire and occasional visits to Robertson House, Stevenage.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

Job context

Our Financial Services - Systems Helpline is a key part of our service to schools and focuses in the provision of high quality advice to both schools and academies across Hertfordshire on finance and supported finance software. As well as supporting our schools, the helpline also supports our team working with schools and academies.

This role provides an important part of Financial Services support and guidance to schools and academies to help the integrity and understanding of their finances, their financial management and budgetary control and submission of financial returns to both Government and County Council. This will support schools to make informed financial decisions to support their pupils in achieving their potential.

The successful applicant for this role will become a core member of our helpline team, working 3 days per week on the Financial Services helpline.

Further aspects of the role include working with a limited portfolio of schools delivering high quality bookkeeping, budget monitoring and financial management

services and advice. Lastly will be the post holder's role in influencing and supporting development of finance solutions and supporting processes, providing guidance and training to schools and the wider team.

The successful applicant will need to have a proactive approach to keeping their knowledge up to date and a commitment to understanding the financial software systems our team supports.

Purpose of the job

The post holder will join The Systems Helpline team to provide high quality advice and support to schools and colleagues working with schools, developing and informing guidance on financial accounting, budgetary control and the supported finance software.

This along with a limited portfolio of schools will provide the post holder with the knowledge and experience to influence and support systems development and the generation of guidance and training for schools and our wider team.

Travel to schools or other locations will be required in order to provide financial support to school leaders or support training, team meetings etc. Therefore, the ability to reach different locations by car will be essential. If you drive, then a full driving licence and appropriate car insurance will be required.

Main areas of responsibility

- Provide helpline support 3 days per week
- Contribute to the continual development of our helpline as an area for sharing best practice, support, training and knowledge for both external and internal customers.
- Maintain a working knowledge of our supported systems and to maintain a strong knowledge of the work our team provides in schools.
- Provide complex financial accountancy and budget management service and advice to schools on a traded basis. This will include budget planning consultations, strategic forecasting, advice on financial systems and procedures, cash-flow management and compliance with financial standards.
- Support the generation and delivery of training and guidance materials for our staff and customers.
- Support systems development

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

Knowledge and Experience:

- Financial accounting experience
- Knowledge of budget setting and budget monitoring
- AAT qualified, CCAB / CGMA full or part qualified is desirable
- Use of different finance systems such as RM Finance, SIMS FMS, Sage, Access Budgeting is desirable
- Delivery of a helpline or support service and/or delivering training experience
- Producing, understanding, interpreting and communicating financial information
- Experience of explaining financial information to budget holders and managers
- Developing guidance and training
- Supporting with the delivery of training

Skills and abilities

- Able to use initiative and have a proactive and flexible approach in your work.
- Proficient Microsoft Office skills particularly Microsoft Excel
- Ability to work independently, remotely, whilst working well within and contributing to the team
- High level of organisation skills with ability to plan and manage work to achieve results and meet deadlines
- Good collaboration, communication and interpersonal skills with the ability to influence and challenge strong personalities
- Strong commitment to delivering an excellent customer service
- Ability to produce constructive guidance and communicate this effectively to the customer
- Able to problem solve, generate financial solutions and influence change

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Stephen Luff via email on Stephen.Luff@hertsforlearning.co.uk and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on hfl.recruitment@hertsforlearning.co.uk or 01438 544439.

