Role profile

**Financial Systems Accounting Technician**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Finance |
| **Reports to** | Corporate Accounting Manager |
| **Job family** | Operational Services |
| **Grade**  | G |
| **Political restricted?** | N |
| **DBS required?** | N |
| **Date**  | June 2025 |
| **JE Code** | JE2718 |

Key deliverables

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| **1** | The role will support Finance systems transformation, ensuring needs are met, testing has been signed off, and all areas of finance have been consulted. The role will support financial systems implementation outside of finance, to ensure systems are compatible with ERP, and income systems. To work with services on other established financial systems to ensure processes are streamlined and integrated with financial systems where appropriate. |
| **2** | Ensure the accuracy and completeness of financial and Payroll data by performing regular audits and reconciliations of suspense accounts, general ledger, and bank reconciliations. Identify and rectify discrepancies in financial records and produce working papers for the year end Accounts and Internal and External Auditors. |
| **3** | Collaborate with finance and Shared Service and Income teams to identify areas for process improvement. Develop and implement solutions to enhance the efficiency and effectiveness of financial systems.  |
| **4** | The role will interface with the Shared Service and income teams. Challenging KPI performance for the transactions team and escalating issues. The role will identify, seek to address, and escalate areas of repeated non-compliance with council financial processes from MKCC staff. |
| **5** | Provide training and support to staff across the organisation on the use of financial systems. Develop training materials and conduct workshops to enhance user proficiency. Ensure corporate training material and Intranet is kept up to date to support the financial system and finance processes. |
| **6** | Generate and distribute financial reports as required. Ensure reports are accurate, comprehensive, and delivered in a timely manner to senior management. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | AAT qualified (or equivalent) with update CPD (relevant to qualification). |
| **2** | Proven excellent spreadsheet skills and ability to undertake complex financial calculations using different data sets. |
| **3** | Excellent proven analytical and problem-solving skills and demonstrable ability to interpret complex financial data and identify trends and patterns.  |
| **4** | Proven strong verbal and written communication skills. Ability to effectively communicate technical information to non-technical stakeholders. |
| **5** | Inquisitive and challenging with the proven ability to apply innovative and creative thinking to service challenges within a fast-paced environment. |
| **6** | Demonstrable high level of accuracy and attention to detail in managing financial data and systems. |

Job family

**Operational Services (Grade G)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

**Role characteristics**

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

The job holders use their technical and management expertise to play an important part in decision making in the wider team. They will have a voice in planning longer term developments and will focus not merely on the infrastructure elements under their control, but also the needs and wellbeing of the users in the organisation.

**The knowledge and skills required**

Job holders will have formal training in the technical or specialist area. In addition, they will have enough specific work experience to allow them to deal authoritatively with a wide range of queries and problems. There will also be a requirement to fully understand the organisational context of the work of the team, ensuring that standard policies and procedures are consistently adhered to.

The focus of these roles is the performance of manual tasks using tools and equipment within acceptable time frames, job holders will need speed, dexterity and co-ordination to effectively carry out their duties.

**Thinking, planning and communication**

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day-to-day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

Communications at this level, while still largely concerning factual (if complicated and/or sensitive) matters, will also see job holders needing to exert persuasive influence to encourage others to adopt certain courses of action or see choices in an alternative light, sometimes challenging preconceptions or the status quo.

**Decision making and innovation**

Job holders will use their enhanced knowledge and autonomy to make decisions regarding the organisation of the team's workload and the response to the problems and issues that typically arise in their area. They will also deal independently with the more unusual matters that present themselves, although they will refer serious issues to a supervisor or manager.

**Areas of responsibility**

Job holders have direct responsibility for the area under their management and must take their specific needs into account when judging priorities and making plans.

Job holders at this level can have formal line management responsibilities in relation to their team and will ensure adherence to corporate standards and processes covering absence and performance management, recruitment and similar matters. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

Job holders generally have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget. The post holder has responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

At this level, the responsibility for the city council's physical and information assets will be significant. Job holders will be accountable for the maintenance and use, by themselves and others, of the Council’s assets.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure from deadlines, interruptions or conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.