

Person Specification

Job Title	Support Officer
Grade	SO2
Service/Section	Financial System Replacement Project
Directorate	Resources

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
An understanding of the critical role financial systems play within an organisation's digital infrastructure, including how accurate setup, configuration, and ongoing maintenance support operational efficiency, data integrity, and compliance.	E
Skills and Abilities	
Team Player: Works effectively and collaboratively within a project team, contributing to shared goals and supporting colleagues to ensure successful delivery	E
Flexible: Able to adapt to changing priorities, move between workstreams, and take on new challenges with a positive and proactive approach.	E
Meticulous: Highly organised and detail-oriented, with a strong focus on maintaining accurate documentation, managing schedules, and responding promptly and professionally to user queries.	E
Experience	
Experience supporting senior managers in the delivery of project activities, including coordination, documentation, and stakeholder engagement.	D

<p>Has worked in roles aligned to at least one of the following financial systems workstreams:</p> <ul style="list-style-type: none"> • System Accountancy & Data Migration – supporting data cleansing, mapping, validation, or reconciliation activities. • Integration, Interfaces & Operations – assisting with testing, or troubleshooting of system interfaces and operational workflows/admin. • Accounts Payable (AP), Accounts Receivable (AR), Procure-to-Pay (P2P) – contributing to transactional processing, issue resolution, or process improvement initiatives. • Business Change – supporting user engagement, training coordination, communications, or adoption activities during system transition. 	E
Equal Opportunities	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p>	E
<p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	E