

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT	Directorate of Resources	POST HOLDER
SECTION	Financial System Replacement Project	GRADE
POST DESIGNATION	Project Support Officer	

Purpose of Job:

To be responsible to one of the Head of Programme Delivery:

Providing support across multiple project streams for the duration of the Financial Systems Replacement programme.

Manages 0 directly managed staff.

Manages 0 indirectly managed consultancy/contracting staff.

Main Duties:

- 1) Work as part of a dynamic support unit, **working closely with** Stream Leads and Programme Delivery Leads in the delivery of key milestones across the following streams:
 - a. System Accountancy & Data Migration
 - b. Integration, Interfaces & Operations
 - c. Accounts Payable (AP), Accounts Receivable (AR), Procure-to-Pay (P2P)
 - d. Business Change
- 2) **Play a key role** in planning, executing, and documenting User Acceptance Testing (UAT) activities, including logging defects, tracking resolutions, and supporting users during testing phases.
- 3) Create and maintain user guides, briefing notes, process maps, flow diagrams, FAQs, and other documentation to support training and operational readiness.
- 4) Help manage access requests, environment setup, and user permissions during testing and deployment phases.
- 5) Support the reconciliation of legacy and new system data, ensuring accuracy and completeness of financial records during migration and integration phases.

- 6) Perform accurate data input and validation tasks, supporting data migration, cleansing, and transformation activities.
- 7) To support senior managers in the operational delivery of the Project
- 8) **Work with** the Business Change team in identifying and documenting change impacts, including updates to business processes and roles.
- 9) **Help manage** communications to internal stakeholders, including preparing updates, collating feedback, and supporting engagement activities.
- 10) Support the Business Change team by organising training, which includes scheduling sessions, booking facilities, sending calendar invites, and **supporting** training delivery.
- 11) To undertake any other work appropriate to the level and general nature of the post's duties.
- 12) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 13) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 14) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 15) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to:

Head of Programme Delivery