

Job description

Job title: Finance Service Desk Consultant

Reports to: Team Leader

About School Business Services

SBS are one of the UK's leading suppliers of education support services with a portfolio that includes the full spectrum of Finance, MIS, ICT, HR & Payroll services. Providing professional teams that have a wealth of experience and an excellent reputation within the education arena.

Principal Job Role

To provide high quality financial and system advice to our customers. The post holder will be joining a professional team of experts, working independently in a variety of schools and academies with an expectation to use their own initiative. There will be an expectation to perform this role for maintained, academy or free schools. This role will be based at our Head Office Poole.

Duties & Responsibilities

1. Provide an efficient and professional helpline service to the education sector.
2. Record and log all incoming enquiries onto a CRM system.
3. Day to day management of the internal service desk operations. Ensure all information relating to schools is kept confidential and filed appropriately at SBS.
4. Be prepared to support schools and academies in our managed service provision. This will include day-to-day input of financial transactions into the school's financial system. Appropriate training will be provided on the relevant system, if not known.
5. Provide financial and computer system advice and support to the education sector, including monthly accounting reconciliation, year-end closure, reporting, bank reconciliations, journals and budget transactions.
6. Learn and maintain a working knowledge of computerised financial systems, including RM, Sage, FMS, PS Financials, Civica, Xero and other accounting systems in operation within the school environment.
7. Employees are responsible for their continued development in system changes, training will always be provided where necessary.
8. Provide support to SBS Online service team as and when required, including user testing new modules when required. Full training will be provided if required.
9. Support our Consultants who work in the field and be a central point of contact for them.
10. Deal with any school complaints as necessary following company policy and provide appropriate feedback to your line manager and/or Education Business Director immediately
11. Ensure information is communicated to the department management team for additional work carried out in schools over and above the School's Contract in order for invoices to be raised.
12. Identify new opportunities within the Education Sector and cross sell other services that we can provide.
13. Provide support and advice to other team members as required.
14. Provide data input, troubleshooting support to the finance managed services team.
15. Attend and contribute to all team/office meetings.
16. Maintain level of personal skills and knowledge through CPD.

Any additional duties commensurate with the post as specified by the Finance Team Leaders or Education Business Director.