

Account Assistant, Helpdesk

Finance Division

20 October 2024

Job Reference: AG43519



Accounts Assistant, Helpdesk

Salary:

£29,605—£33,966

Contract:

Fixed-Term

End date 31st July 2027

Location:

West Cambridge

Department:

Accounting Services,
Helpdesk

Responsible to:

Helpdesk and Cash
Management Supervisor

Role Overview

This role is part of the Accounting Services Section of the Finance Division and carries out a variety of administrative and accounting duties, whilst providing support to departments, advising on best-practice processes and procedures to ensure high levels of accuracy and efficiency.

The Accounting Services Section has an overall responsibility for the operation of the University Finance Division Helpdesk facility, Accounts Receivable, Account Payable, Processing Centre, Cash Management and Payroll.

The post holder works within the Helpdesk team on a day-to-day basis, reporting directly to the Helpdesk and Cash Management Supervisor. The Helpdesk provides specialist support for Cambridge University Financial System (CUFS) Administration, Accounts Payable and Receivable and iProcurement as well as advising departments on best practice and ensures that calls and enquiries are dealt with in a timely and professional manner.

In addition, the post holder provides support to other teams within the Finance Division, e.g. the Accounts Receivable, Payable and Cash Management team in various areas such as eInvoicing, eSales, reconciliation of the University Supplier's accounts, liaising with departments regarding allocation of payments to the University; preparation and reconciliation of International Payments and any other administrative work required in those areas.

Role Purpose

The role holder is a senior member of the Helpdesk team, providing expert advice and guidance on various CUFS modules to team colleagues, suppliers and staff across the University.



Accounts Assistant, Helpdesk

Key Responsibilities

1. Helpdesk – basic service:

- Log all calls on the helpdesk software in a timely and regular fashion.
- Keep the caller fully updated on progress. Update the call logging software on progress and when the issue has been resolved.
- Depending on nature of call, direct first line support to appropriate Finance Division colleague
- If possible, resolve immediately basic queries received by telephone and email regarding the operation of Key modules of CUFS (Accounts Payable, Accounts Receivable, iProcurement, System Administration).
- Provide a central point of contact for suppliers and visitors to the Division, providing a satisfactory resolution to their enquiry.

2. Helpdesk – non routine service

- For more technical issues, assess queries, investigate problems and liaise with / provide coaching and advise users on suitable solutions.
- Provide departmental customers with best practice advice and reference to the financial procedures by telephone and email.
- Escalate highly complex calls to the Helpdesk Supervisor for further advice where needed or ensure that technical issues are followed up and resolved with the module specialists in the Financial Systems Group.
- Liaise with the Internal and external auditors on CUFS access, leaver's reports and any other areas required.

3. Testing

- Carry out User Acceptance Testing (UAT) on the Cambridge University Financial System, (CUFS) in AP, AR CM or System Admin areas.
- Provide support for testing updates or problem fixes with the Financial Systems group.

4. Maintenance of office/finance process documentation

- Develop and maintain Helpdesk process instructions, such as Key Contacts guides which are used internally and sent out to departments.
- Review and advise on existing finance processes against recommended practice/financial regulations.

5. Training on related CUFS modules

- Liaise with the Training team on regular issues identified from calls with departmental users relating to areas that need clarification/ further training.
- Provide support to the Training team in Accounts Payable and Receivable training sessions by attending and helping with these disciplines and providing detailed support and guidance.

Accounts Assistant, Helpdesk

Key Responsibilities Continued

6. Support to teams providing other financial services

- Resolve issues with electronic invoice process.
- Reconciliation of the University Top supplier's accounts.
- Liaise with departments regarding allocation of payments to the University.
- Prepare, verify and reconcile International Payments.
- Assist with the weekly BACS spreadsheets (showing unidentified bank income) for all relevant bank accounts by investigating source of funding and liaising with departments on them claiming the receipts.
- Provide advice to departments on banking receipts and allocation of bank income.
- Carrying out the AP reconciliation work on the University top suppliers and identifying issues to Manager monthly.
- Contact with a wide range of funders (examples: research grant sponsors) to ascertain the source of unidentified bank credits.
- Any other administrative work required in those areas.

7. Reporting

- Review and prepare monthly Accounts Payable Statistics for Management.
- Issue monthly Accounts Payable reports to Departments.
- There are weekly, monthly, quarterly and annual deadlines to be met.

8. Other duties commensurate with the grade of the post

- Carry out separate project work that will benefit the Finance Division and / or the section.
- Provide assistance with other areas within the section, commensurate with the grade of the post.
- Deputise for the Supervisor on Helpdesk matters during absence.
- Develop knowledge of a specific aspect of the Helpdesk's routine work, to become a subject matter expert in that area.

9. Personal and Professional Development

- Develop an expertise in the Key Financial system modules by receiving full training in these areas and maintaining knowledge of all changes or upgrades.

Person specification

	Essential	Desirable
Experience		
Customer service experience.	✓	
Experience of working in a large and complex financial accounting environment with exposure to reconciliation work.	✓	
Experience of Oracle Financials.	✓	
Skills		
Highly numerate, analytical and able to deal with complex reconciliations.	✓	
Highly skilled in processing accounting transactions.	✓	
Good prioritisation and time management skills. Able to deliver to deadlines both weekly/periodically and to daily service levels.	✓	
Highly accurate with a strong attention to detail.	✓	
IT literate with excellent working knowledge of Microsoft Word; Minimum intermediate knowledge of Excel is required.	✓	
A working knowledge of Oracle Financials is essential to this role to provide expertise on the modules.	✓	
Ability to solve complex technical or financial problems.	✓	
An excellent and effective communicator, with the ability to explain and document complex technicalities to non-technical staff.	✓	
Ability to communicate with both external and internal customers and staff in a calm professional manner.	✓	
Experience of documenting procedures and devising best practice notes.		✓
Qualifications		
Educated to HND, HNC, level 4/5 vocational qualification or equivalent level of practical experience	✓	
Association of Accounting Technicians (or equivalent) qualification	✓	
Additional Requirements		
Ability to work calmly under pressure	✓	
Flexible nature and ability to act on own initiative		✓

Behavioural Attributes

This section summarises the behavioural attributes (or competencies) that we expect the role holder to be able to demonstrate, at what level and whether this is an essential or desirable requirement. Full definitions are at: [Behavioural Attributes | Human Resources \(cam.ac.uk\)](http://www.cam.ac.uk/human-resources/behavioural-attributes)

Please review these and provide specific examples in your application of how you have demonstrated these attributes in your work, education or other experience. It will assist your application if you explain the situation, what you did and what the outcomes were.

Attribute	Level
Valuing Diversity	A
Achieving Results	C
Communication	C
Innovation and Change	C
Negotiating and Influencing	D
People Development	C
Relationship Building	C
Strategic Focus	D

Professional Services Values

Developed by professional services staff, our values underpin everything we do. By living the values in the work we do, we hope to foster an environment where staff feel empowered. The values encourage staff to; work together and share skills to create a sense of community, act with integrity, take an inclusive and fair approach and develop honest and open relationships that are underpinned by our shared values. We encourage applicants to consider these values within their application.



The Finance Division



It is the responsibility of the Finance Division to manage the financial resources of the University.

The Finance Division promotes good practice in Accounting, Reporting, Planning, Procurement, Taxation, Insurance and Pensions and is also responsible for maintaining the integrity of the accounting records, facilitating financial transactions, establishing best practice and for producing both the statutory accounts and management information to assist in decision making at all levels of the institution.

Our staff promote the effective use of Cambridge's financial resources by providing professional advice across the University and Group entities when appropriate. We supply financial information to the Council and other bodies to enable them to make informed decisions.

We also ensure Cambridge's financial compliance with the Office for Students (OfS), UKRI, HMRC and other funding and regulatory bodies, in addition to preparing the University's annual statutory financial statements.

The Finance Division has 240 staff spread across three main sites in Cambridge. This role, in the Helpdesk team, is based in Greenwich House, Madingley Road. The University is supportive of hybrid working, where some work is undertaken on University premises and some in a remote working environment. The aim of our approach is to enable as many staff as possible to work in a hybrid way if they wish and where their role allows. This arrangement is subject to change and will not form a part of the contractual terms of the role.

Terms of appointment

Tenure and probation

The appointments will be made on a fixed-term basis ending on 31st July 2027. Appointments will be subject to satisfactory completion of a six month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, working Monday – Friday. We welcome applications from individuals who wish to be considered for flexible working arrangements.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the

UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks:

This role requires a basic disclosure (DBS) check and an Agenda security check. Any offer of employment we make to you will be conditional upon the satisfactory completion of these checks. Whether an outcome is satisfactory will be determined by the University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the

recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

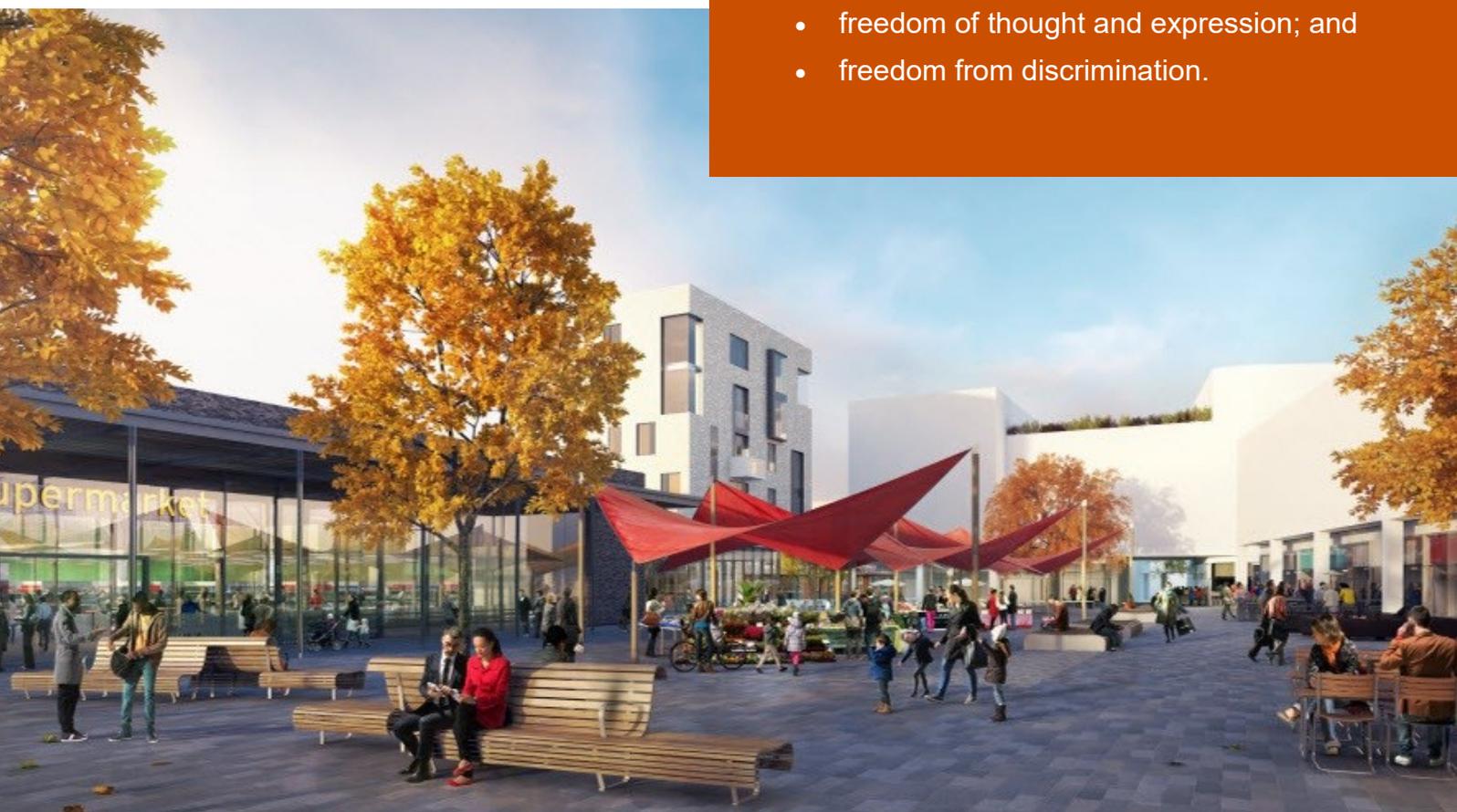
The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.



Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:
Simon Miller—Supervisor, Finance Helpdesk & Cash Management
Email: simon.miller@admin.cam.ac.uk

If you have any queries regarding the application process please contact finhr_recruitment@admin.cam.ac.uk

The closing date for applications is: 20 October 2024