

YOUR NEW ROLE AT THE TRUST



**START
SOMETHING**

JOB TITLE:	People & Finance Systems Owner	PAY BAND:
FUNCTION:	Technology – Business Technology	Support Delivering Specialist/Managerial
THE TEAM:	The Business Technology team is responsible for the design, development and operations of technology services that allow our staff and volunteers to do their jobs, including our Young Person CRM, our Fundraising CRM and our HR and Finance systems.	Technical Lead/Function Head Senior Leadership Team














WHERE YOU WILL FIT

CTO	Head of Business Technology	People & Finance Systems Owner	People Systems Executive Finance Systems Executive
-----	-----------------------------	---	---

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

The People & Finance Systems Owner is a vital role responsible for the ongoing management of the core systems and data that underpin the whole of The Prince's Trust population of staff and volunteers. Your role will ensure that our systems and data support the efficient and effective running of both our People & Finance functions.

WHAT WILL YOU DO?

-  Act as the owner of the suite of systems that support both our People & Finance functions, with responsibility for performance, budget (~£400k/year), supplier management and the roadmap for development.
-  Define and deliver a continuous improvement and maintenance programme for our People & Finance systems to help ensure that we are making the best use of capabilities native to the respective platforms.
-  Work alongside the Business Technology Transformation Lead to build a joined-up roadmap for future development
-  Provide management oversight to the People Systems Executive and Finance Systems Executive who are responsible for triaging issues and requests, fixing the majority internally and escalating for external support where necessary.
-  Work alongside key senior stakeholders in both functions including ELT members and their leadership teams to ensure their needs are understood and key processes run smoothly, supporting the resolution of complex issues and requests where needed.
-  Develop and maintain positive relationships with suppliers ensuring strong performance against contractual obligations, swift issue resolution, excellent customer service, and maximum return on investment.
-  Respond to regulatory or internal policy/structure changes to ensure that our systems can support our operational, regulatory compliance and management reporting needs.
-  Work with Security colleagues to ensure that all systems are securely maintained and govern access permission requests to meet our data protection requirements.
-  Maintain data integrity across by performing regular checks, root cause analysis and relevant corrective actions, to reduce the recurrence of data exceptions.
-  Ensure that all users have access to accurate and intuitive documentation and user guides.
-  Working alongside key stakeholders to develop and maintain a suite of easily accessible self-service reports that assist them to analyse data and guide organisational decision-making.
-  Maintain up-to-date knowledge of system/market developments to support the identification of opportunities that will improve controls, efficiency, and automation.
-  Drive clarity and specificity, with a relentless focus on simplification.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING



START SOMETHING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Strong technical systems management skills including systems administration, configuration, and troubleshooting	You will be the lead systems administrator for our People & Finance product suite, so you'll need a strong understanding of the role
Strong technical delivery management skills across the full development lifecycle	This role includes the management of both continuous improvement (BAU / minor change) and significant change initiatives
Strong understanding of databases and data structures	You will need to understand how our People & Finance data fits together and integrates with other systems
Strong communications and relationship skills with both internal stakeholders and external suppliers	You will need to work closely with business users to understand their needs, as well as with suppliers who are key to our delivery
Ability to configure business rules and workflows to help support our implementation of increased self-service and process automation	We are keen to implement more changes to business rules and workflows inhouse, lower costs and improve service delivery
A high level of understanding of HR Management policies & practices, including the role of strong data management	Understanding the business context will help to ensure that you can deliver system enhancements and support, aligned to their specific needs, and remain in line with Government and Financial Conduct Authority guidelines.
A high level of understanding of Financial Management policies & practices, including the role of strong data management	
Strong knowledge of data protection legislation and security good practice.	To bring rigour to our current approach and drive a culture of strong security and data protection.
Experience	Why do we need this?
Experience of working with multiple technology platforms including cloud and on-premises software, ideally including SAP SuccessFactors and Sun4 or Sun 6	You will lead a small team of systems executives supporting these two platforms
Experience managing a budget and third-party support partners	Both platforms have an external support partner who needs close management
Experience leading a live service and managing support teams, ideally in an HR or Finance context	This role includes responsibility for live service

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience working with SAP SuccessFactors, Sun v4 and Sun v6	To provide SME knowledge of our core systems
Experience leading a 2 nd / 3 rd line support team	This role includes responsibility for live service
Proficient in SQL/MySQL Database Mgmt.	So that you can query and operate database systems in an organised and optimised way
Experience operating in the third sector.	To provide insight into the unique considerations of the sector.
Skills & Knowledge	Why do we need this?
Strong financial management skills.	To bring rigour to our current approach and drive a culture of strong financial management.
Software design or development skills	Technical skills would help you provide guidance to your team

WHAT DO WE EXPECT FROM YOU?



START SOMETHING

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The Prince's Trust, we're committed to equality, diversity, and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity, and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ Network). For more information, [click here](#).

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a technical lead or head of level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do.</p> <p>You keep young people and our end goal in mind.</p> <p>You instil trust in others through consistency, professionalism and being accountable for team success.</p> <p>Resilient and determined in the face of challenges.</p> <p>You're authentic, bringing unique talents to work and encouraging others to do the same.</p> <p>Role models integrity and acts according to our Values</p>	<p>You understand the internal & external factors that demand change and innovation from The Trust</p> <p>You lead change processes with skill & positivity and help others see the benefits and opportunities.</p> <p>You take an entrepreneurial approach to improve how we do things.</p> <p>You take steps to further own development, coaching others to do the same.</p> <p>You encourage a culture of constant improvement.</p> <p>You role model a positive & constructive approach to giving and receiving feedback</p>	<p>You're approachable, clear, and inspiring.</p> <p>You effectively communicate information throughout The Trust</p> <p>You challenge the thinking of others and raise issues in a diplomatic, non-judgemental way.</p> <p>You seek to understand multiple perspectives, listening to others' concerns or barriers before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues</p> <p>You bring the team together in pursuit of shared purpose.</p> <p>You manage relationships with multiple stakeholders, gaining buy-in and balancing their different priorities.</p> <p>You share knowledge and information.</p> <p>You build a broad range of trusting relationships both across The Trust and externally.</p> <p>You have a broad organisation knowledge and awareness of how actions in one team will affect others</p>	<p>You translate The Trust's vision into a vision for your own team, making long-term plans and setting goals accordingly.</p> <p>You make decisions through establishing facts, considering consequences, and making sound judgements.</p> <p>You address obstacles, finding workable solutions.</p> <p>You set quality standards & challenge others to maintain them.</p> <p>You empower the team and place trust in them to take ownership and deliver results.</p> <p>You manage resources to maximise their impact and deliver results</p>

THE WELFARE OF OUR YOUNG PEOPLE

The Prince's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks in accordance with the Codes of Practice for all roles within the Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.