

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Job description and person specification

Financial Systems Officer

Digital, Technology & Innovation, Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Northamptonshire
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Purpose and impact:

This role sits within the ERP Team (Business Systems Team), operating under a shared service model that supports four partner councils in a complex and dynamic environment. The team ensures the smooth operation of business systems while maintaining compliance with regulatory and organisational standards.

The position delivers high-quality, customer-focused support, addressing operational queries and performing critical compliance activities, including:

- Financial reconciliations (bank accounts, control accounts, and system-to-system reconciliations).
- Audit support for ERP-managed systems, including financial controls, user access reviews, and process compliance.
- Statutory and policy compliance, ensuring systems meet financial and operational requirements.

Reporting to the Financial Systems Operational Lead, this role contributes to system stability, control adherence, and continuous improvement across all supported Business Systems.

Accountable to:

This role reports to the

- Financial Systems Operational Lead (Line Manager)
- Financial Systems Analyst (technical Escalation)

Responsibilities:

1. Perform financial reconciliations for Business Systems, including Bank accounts, Account Receivables/Payables to General Ledger and Income Management System to ERP System reconciliations.
2. Investigate and assess accounts issues by gathering relevant information from stakeholders across departments, utilising technical knowledge to resolve basic to moderately complex problems. For issues requiring specialised expertise, escalate with comprehensive documentation to Financial Systems analysts or senior Business Systems technical staff following established protocols.
3. Support audit processes by preparing clear and accurate working papers for financial reconciliations, providing relevant audit evidence, responding to audit queries, and facilitating walkthroughs. This ensures compliance with internal controls and both internal and external regulatory requirements.
4. Monitor and manage service requests and incidents received primarily through the Halo Helpdesk, including those related to reconciliations and audit activities. Maintain accurate progress records, coordinate with third-party suppliers where necessary, and ensure timely and professional responses to all queries.

5. Support project tasks led by the compliance team, including annual testing and one-off improvement initiatives. Ensure all testing is completed and documented to the required standard and assist in producing clear and user-friendly guidance documentation.
6. Support continuous improvement by suggesting enhancements to services, processes, and systems. Stay up to date with user needs and system developments to ensure accurate advice and identify opportunities for improvements, particularly in areas such as data flows, reconciliations, and user access management.
7. Work as an effective team member assisting and supporting colleagues across the service as appropriate to ensure accurate and timely service delivery. Utilise effective communication and a proactive approach to ensure collaborative working with colleagues across Business Systems, and wider Shared Service departments e.g User Admin, Helpdesk.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Methodical worker and able to pay attention to detail	Essential	A, T, I, P, D
Analytical problem-solving (e.g., troubleshooting data discrepancies)	Essential	A, T, I
Ability to build effective relationships with stakeholders	Essential	I, P
Self-motivated with strong workload prioritisation	Essential	A, I
Intermediate/advanced MS Office skills	Essential	T, D
Experience using ERP systems	Essential	A, I, D
Clear written/verbal communication for reporting	Desirable	A, I, P
Adaptability to changing priorities	Desirable	I

Knowledge:	Essential / Desirable	Measured by
Experience with ERP systems	Essential	A, T, I
Understanding of accounting principles	Essential	A, T, I
Knowledge of reconciliation processes	Essential	A, T, I
Awareness of data protection	Essential	A, I
Basic system administration	Desirable	T, I

Relevant experience:	Essential / Desirable	Measured by
Bank/system-to-system reconciliations	Essential	A, D
Preparing audit working papers	Essential	A, D
Customer-focused support role	Essential	A, I
Local government/public sector experience	Essential	A, I
Small project/process improvement work	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE Level Education	Essential	A
AAT qualification (or equivalent finance experience)	Essential	A
Accounting/finance degree or part-qualification (e.g., ACCA, CIMA)	Desirable	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Band 5 WLSCP 12-15	Worker type:	Flexible
Salary range:	£30,560 - £32,212	Budget responsibility:	None
People management	responsibility: None		

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	We are honest, fair, transparent and accountable. We can be trusted to do what Trust we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

