

Role Title

Finance Officer (Romania, Bulgaria, Croatia and Slovenia)

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery	Local Grade H	Romania (any office)	IDC	Country Exams Operations Manager

Role purpose

Please note that when the new structure is fully in place, this role will work across the sub-cluster. However, for the immediate future, this role will focus on the Romania operation only, and this will be reflected in the successful candidate's deliverables.

The purpose of this role is to support the Country Exams teams in their business with the efficient delivery of exams finance services in the sub cluster of Romania, Bulgaria, Croatia and Slovenia.

The role will be required to monitor bank account transactions and will deliver off-system income recognition, monitor WBS allocation accuracy, investigate inaccuracies and process correction journal information and income reconciliations according to standards and deadlines. The role will also be required to process and monitor refund of payments to individual candidates and supplier institutions. The role will collect approved Test Day staff payment information from the Pool Management function and process them for payment. The role will ensure the SAP procurement and invoicing process are delivered according to standards and policies, including Vendor and Business partner creation, PO and Sales order creation and GR and will be required to provide efficient off-system invoicing services according to local laws. In so, this role will ensure fluent communication with country, Cluster, Region and Global Operations and Finance functions.

About us

British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust. We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

The English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council's 2020 vision for English & Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications.

The Examinations business makes a significant contribution to British Council financial sustainability, and as such, it is essential that the business evolves in order to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver efficiencies, and there is also a requirement to develop new digital products and services to meet changing customer demands and competitive pressures. In a cost and resource-constrained environment, balancing the on-going requirements and allocation of funds will be critical, as will the integration and planning of the implementation of the different changes across a global network of 110+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform.

Main opportunities/challenges for this role:

- Delivering efficient and accurate finance and accounting services to the Country and other Financial counterparts and supporting Head of Examinations Business Development and Country Operations Manager in ensuring Financial control policies and Audit requirements are embedded in all Exams finance processes, and effectively implementing new standards when required.
- Communicating effectively with counterparts within the Cluster, with Region and Global Finance teams, as well as with external partners and stakeholders as required.
- Analysing financial information and providing accurate reporting when required.

Main Accountabilities:

Product Service Delivery

- Manages bank account income recognition and daily bank reconciliation procedures, ensuring efficient communication with Finance and Operations functions in Countries, Cluster and Region.
- Ensures income is allocated to the correct WBS, investigates mis-postings and supervises preparation of information for correction journals.
- Prepares monthly/quarterly income reconciliations and reports to Finance counterparts accordingly. Ensures reconciliations include accurate calculation of expected income and supporting documentation.
- Prepares monthly accrual, journal, deferred income and cash flow forecast information, and liaises with Finance counterparts and SSC Noida as required.
- Monitors debt management, chases aged debtors, and works with the Global Service Desk on clearing the aged debt report.
- Processes refunds.
- Supports payroll production for BC and external Test Day staff by providing relevant teams with accurate data required for the payment process.
- Oversees procurement processes, ensuring Purchase and Sales Orders are processed according to finance standards, including payments to exam boards.
- Supervises correct Vendor and Business partner creation on SAP.
- Oversees accuracy of off-system invoicing procedures and ensures efficient delivery to stakeholders and compliance with local laws.
- Monitors Exams financial and administration processes to ensure efficiency, accuracy and compliance, reports issues and suggests improvements.
- Supports Exams Management function with the reporting of financial issues.
- Resolves finance related queries received from the Exams Teams.

Customer service

- Takes end-to-end accountability for researching and obtaining satisfactory and timely resolution of complex/escalated financial issues, coordinating input from other colleagues/departments/managers as required, to do so. Ensures the customer is kept informed throughout the process.

Relationship & stakeholder management

- Works with Finance, SSC as well as relevant functions in Country and Cluster and ensures fluent communication and sharing of information.

Risk & compliance

- Uses standard financial and accounting processes in order to protect the interests of the BC.
- Serves as point of escalation for Exams and Customer Services delivery teams on significant Exams finance issues.
- Follows up on recommendations from Audit related to Exams operational finance and administration processes.
- Identifies business risks and provides accurate information as required.

Analysis & reporting

- Recommends improvements in off-system processes.

Leadership & management

- Supervision and involvement of colleagues or team member/s to assist with related tasks
- Prioritises own work activities, which span across a range of different work streams. Likely to manage the day to day performance of small team, to ensure high quality service delivery is maintained at all times
- Tasks and coordinates others (e.g. third party suppliers, external partners and internal colleagues) to complete activities in accordance with agreed service delivery/ contractual/ project milestones or requirements (e.g. cost schedules, time deadlines etc.).

Key Relationships:

Internal

- *Head of Examinations Business Development*
- *Country Exams Operations Manager*
- *Operations Planning and Scheduling Teams*
- *Planning and Resource Teams*
- *Customer Service*
- *HR, Finance and Resource teams*

External

- *Test Day Staff*
- *Vendors*
- *Payroll service provider (if relevant)*

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country		Shortlisting
Direct contact or managing staff working with children?	Yes Appropriate police check	N/a
Notes		
Person Specification:		Assessment stage
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Relevant experience in accounting, financial and/or administration skills in a business environment 	<i>University degree in any subject or relevant qualification</i>	Shortlisting

Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Experience in delivering efficient and accurate information and reporting of financial data 	Experience of working across a number of countries or across geographies within a single country	Shortlisting
Role Specific Skills (if any)		<i>Assessment Stage</i>
<ul style="list-style-type: none"> English language skills to CEF C1 level 		Shortlisting AND Interview
British Council Core Skills		<i>Assessment Stage</i>
<p>Communicating and influencing (level 1) Communicates clearly and effectively Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing</p> <p>Planning and organizing (level 1) Is methodical Able to plan own work over short timescales for routine or familiar tasks and processes</p> <p>Analysing data (level 2) Uses Data Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives</p> <p>Finance and resource management (level 2) Uses financial systems and processes Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team</p> <p>Managing risk (level 1) Follows good practices Demonstrates understanding of risk management policies and procedures and record of following them.</p>		Shortlisting AND Interview
British Council Behaviours		<i>Assessment Stage</i>
<p>Connecting with others (Essential) Actively appreciating the needs and concerns of myself and others</p> <p>Working together (More demanding) Ensuring that others benefit as well as me</p> <p>Making it happen (More demanding) Delivering clear results for the British Council</p> <p>Being Accountable (Essential) Delivering my best work in order to meet my commitments</p>		Interview
Prepared by:		Date:
Anna Gwardys (Regional Operations Manager EU)		3/06/2019