

Job Description

Job Title	SAP Application Consultant FICO		
Directorate or Region	UK	Department/Country	GBS / UK, London
Location of post	BC Poland, Warsaw	Pay Band	E
Reports to	Head of Business Applications	Duration of job	Fixed term contract approx. 16 months

Purpose of job:

To provide effective configuration and testing and provide second level support for FICO activity in IT&Ss . To provide consultancy and to analyse, specify, develop, integrate and support IS solutions to meet requirements of the Finance business's.

Context and environment:
Global Business Services

- **Our mission:** To support British Council growth by delivering customer-orientated services, innovative technology and streamlined business processes.
- **Our vision:** "The Chosen Professional Service Provider"
- **Our values:** Professional, Joined-up, Flexible, Customer-focused

Accountabilities, responsibilities and main duties:
1. Business Analysis

Works with colleagues and clients/users to investigate and document business functions, processes, information flows and data structures, using various methodical and consistent techniques
Works with colleagues and clients/users to investigate operational issues, problems and new opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes/procedures, organisation and equipment. Assists in the analysis of the underlying issues arising from investigations into requirements and problems, and identifies available options for consideration.
Works with colleagues and clients/users in specifying information flows, processes/procedures, and data objects that will meet the business requirements.
Records work with appropriate documentation, meeting the required standards and uses suitable methods and tools.
Arranges, prepares and facilitates client/users meetings and presents issues and solutions both orally and in writing.
Assists clients/users in producing clearly defined acceptance tests for automated systems.

2. Systems Design

Working alone on simple systems or with colleagues on more complex systems, produces outline system specifications covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of development, requirements not met, and alternatives considered).
Working alone on moderately complex systems and modifications to existing systems, or with colleagues on larger or more complex systems, specifies user/system interfaces, including for example: menus,

screen dialogues, inputs, reports, validation and error correction procedures, processing rules, access, security and audit controls, recovery routines and contingency procedures

Translates logical designs into physical designs taking account of target environment, performance requirements and existing systems. Produces detailed designs including for example: physical data flows, class diagrams, file layouts, common routines and utilities, program specifications or prototypes, and backup, recovery and restart procedures.

Documents all work using required standards, methods and tools, including prototyping tools where appropriate

3. Business Process Testing

Working with users, reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.

Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.

Records and reports test results. Uses test plans and outcomes to specify user instructions.

Approved business improvements and associated benefits are delivered on schedule to the satisfaction of business stakeholders and to appropriate PRINCE 2 development, release and deployment standards.

4. Support

Undertakes analysis and resolution of escalated support and problem calls from the British Council's first line support teams.

Problems and incidents are diagnosed, evaluated and resolved successfully meeting agreed standards and service levels. Enquiries receive an initial response within an agreed timescale, and the final responses are comprehensive, comply with corporate standards and meet the enquirer's needs.

5. Technical Specialism

Maintains an awareness of current developments in the FICO technical specialism.

Identifies opportunities to apply the technical specialism within employing organisation and closely associated organisations, such as customers, suppliers and partners, and advises those responsible.

Provides quality assurance of activities involving the technical specialism.

SFIA Level Indicator: Level 4 (ensure, advise)

Autonomy

Works under general direction within clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence

Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives..

Complexity

Performs a broad range of complex technical or professional work activities, in a variety of contexts.

Business skills

Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly

absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

Key relationships: *(include internal and external)*

- FICO and Logistics Team members.
- Technical Team members.
- Finance Staff in UK.
- IT&S staff.
- Finance User Community
- Partners and suppliers (SEAL support team, JB-X developers / technical architects etc.)
- Our principal bankers within the UK

Other important features or requirements of the job

Some travel and unsocial/evening hours may be required from time to time.

Please specify any passport/visa and/or nationality requirement.	The post holder is expected to have the right to work in the EU and ability to travel to UK and India and other locations as required
Please indicate if any security or legal checks are required for this role.	n/a

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>WORKING TOGETHER (More demanding: Ensuring that others benefit as well as me) Knowing that we will achieve more with other people than we can do separately, by sharing goals and resources to add more value. I work towards common goals with others. I do this by agreeing effective and respectful ways of sharing success. I generate mutual support, shared benefits and promote interdependence.</p>	Essential	Application, Interview, Performance Evaluation
	<p>BEING ACCOUNTABLE (More demanding: Putting the needs of the team or British Council ahead of my own) I show accountability and commitment to the British Council and I demonstrate resilience and determination. I hold myself and others responsible for delivering goals in line with the shared purpose of the British Council. I give and accept constructive feedback to maximise high performance and manage under-performance.</p>	Essential	Application, Interview, Performance Evaluation
	<p>MAKING IT HAPPEN (Essential: Delivering clear results for the British Council) I deliver excellent results, achieve challenging goals and develop myself and others. I do this by setting clear and demanding objectives to deliver what is required. I stay focused on measurable outcomes, while building longer-term capability. I demonstrate standards of excellence and deliver value for money. I measure progress and adapt plans when necessary.</p>	Essential	Application, Interview, Performance Evaluation
	<p>CONNECTING WITH OTHERS (More demanding: Actively appreciating the needs and concerns of myself and others) I find common ground and build relationships and connections to</p>	Essential	Application, Interview, Performance Evaluation

	support British Council goals. I do this by building trust with others, by paying attention to their concerns and needs, and showing that I understand their interests. I achieve understanding and trust in a culturally sensitive way – whatever my role.		
Skills and Knowledge	SAP FICO knowledge Expert knowledge of SAP FICO module, including configuration, and infrastructure.	Essential	Application, Interview
	British Council SAP solution for Finance Working knowledge of British Council finance business process functions and SAP solutions.	Desirable	Application, Interview
	Working knowledge of the British Council 'Service Now' applications and the SAP road map for Support delivery.	Desirable	Application, Interview
	A very good knowledge of the SAP landscape and the landscape used in the British Council.	Essential/Desirable	Application, Interview
	SAP Technical knowledge Working knowledge of SAP FICO at End-user level. Including FI-AA, FI-AR, FI-CA, FI-AP.	Essential	Application, Interview
	Expert knowledge in SAP configuration in the areas of FICO, FI-AA, FI-AR, FI-CA, FI-AP.	Essential	Application, Interview

Experience	FICO business experience A minimum of 2 years experience of working within a SAP level 2 environment. With a particular focus on Finance.	Essential	Application, Interview
	Technical/experience A minimum of 2 years post go-live experience of SAP.	Essential	Application, Interview
	Must have completed a minimum of 2 roll-outs of SAP..	Essential	Application, Interview
	A minimum of 2 years configuration experience within the FICO area. Must have experience of writing technical and functional specifications including configuration documentation.	Essential	Application, Interview
Qualifications	n/a		

Submitted by	Roy Cheney	Date	15 th October 2013
---------------------	------------	-------------	-------------------------------