

Last Updated: 18/06/2026			
Job Title	Finance & Operations (HR) Analyst		
Faculty/ Department	IT Services	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	Grade 4
Reports To	Digital Workplace and AI Solutions Manager	Line Manages (role title(s))	n/a

Job Statement

The Finance & Operations (HR) Analyst provides technical support and administration for the University's Dynamics 365 Finance & Operations platform and associated infrastructure. The role ensures systems are stable, secure and available, supporting delivery of reliable digital services.

Working within established standards and procedures, the post holder undertakes installation, configuration, monitoring and support activities, contributing to system improvements and project delivery. The role applies specialist technical knowledge to resolve issues, support users and stakeholders, and promote best practice use of the technology.

Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities

- Maintain and support Dynamics 365 Finance & Operations services**
Ensure the reliable day-to-day operation of F&O environments, integrations and supporting services, taking ownership of service availability and operational continuity.
- Manage and improve F&O services**
Contribute to service reviews, analyse trends and recommend improvements to performance, reliability, usability, user experience and cost-effectiveness.
- Provision, configure and maintain environments**
Deliver the installation, setup, configuration and ongoing maintenance of F&O environments in accordance with technical standards, security controls and operational requirements.
- Monitor, optimise and assure service performance**
Monitor system health, availability, capacity and performance, taking proactive and corrective action to maintain service quality and address emerging risks.
- Apply security, compliance and access controls**
Implement and maintain appropriate access controls, security practices and compliance measures in line with organisational policies, standards and regulatory requirements.
- Investigate and resolve incidents and problems**
Diagnose and resolve incidents and problems using logs, monitoring tools and vendor guidance; identify root causes, implement permanent fixes and contribute to knowledge and preventative measures.
- Support projects, stakeholders and technical knowledge management**
Provide technical input and specialist expertise to project designs, implementations, upgrades and testing, working collaboratively with internal teams and external suppliers. Advise stakeholders on technical matters and maintain accurate technical documentation, procedures and knowledge resources. The role does not lead or manage projects or project workstreams.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

1. Accountability: Describe level of autonomy and decision making

The post holder will:

- Work with a high degree of autonomy in day-to-day activities within established policies, standards and procedures.
- Be responsible for delivering technical activities to agreed service levels and timescales.
- Escalate complex or high-risk issues where required, while contributing to resolution.

2. Problem solving: *Describe complexity and nature of problems handled.*

The post holder will:

- Resolve a range of defined technical issues relating to infrastructure, configuration and environments.
- Apply judgement to select appropriate approaches from known methods and practices.
- Investigate more complex issues, providing recommendations and contributing to solutions with support from senior colleagues where needed; most complex, high-risk or cross-functional issues are escalated

Supplementary Information

- The post holder has no budgetary responsibility with this role

Relationships

Internal

- HR and Finance systems teams
- IT Services teams (infrastructure, integrations, service desk, project teams)
- Business stakeholders and system users.

External

- Software vendors and support partners
- Implementation and consultancy providers

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles Or Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge		E
Significant experience of the higher education sector		D
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role.	Essential/Desirable	Level 1-3
A strong technical knowledge of, but not limited to, Dynamics 365 F&O (HR)	E	2
Understanding of infrastructure concepts (environments, performance, security, integrations)	E	2
Experience of system monitoring, troubleshooting and incident resolution	E	2
Knowledge of IT service management principles and structured processes	E	2

Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.	Essential/ Desirable
The post holder will be required to be flexible regarding working hours, including working unusual hours and being prepared to work outside normal working hours on an occasional basis.	E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3
Communication Adaptability and Flexibility Customer, Client service and support Planning and Organising Continuous Improvement Problem Solving and Decision-Making Skills Creative and Analytical Thinking Influencing, Persuasion and Negotiation Skills	2 2 2 2 2 2 2 2
This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose. All staff are expected to: - Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. - Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. - Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. - Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation. - Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. - Undertake such other duties within the scope of the post as may be requested by your Manager. - Work supportively with colleagues, operating in a collegiate manner at all times. Help maintain a safe working environment by: - All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.	
Organisational/Departmental Information & Key Relationships	
<u>Background Information</u> IT Services at the University of Surrey provides the digital foundations that enable teaching, learning, research and professional services to thrive. The department is responsible for the delivery, support and continuous improvement of the University's core IT infrastructure, enterprise applications and digital services used by students and staff every day. Operating within a complex and evolving technology landscape, IT Services is driving a programme of modernisation and integration to improve user experience, strengthen cyber security and make better use of data across the institution. The Finance & Operations (HR) Analyst Analyst will work within this environment, contributing directly to projects and services that support key University priorities, enabling data-driven decision making and ensuring that critical business systems are reliable, secure and fit for the future. This role offers the opportunity to work with a range of stakeholders and technologies, and to play a visible part in delivering the University's digital strategy.	

Department Structure Chart

