

About the role

Role

Finance Systems Controller

Location and hours

Bristol, 35 hours, minimum three days in the office

Band

Senior Expert

Salary

Competitive plus benefits

Purpose of the role

This role sits within Finance, reporting to the Head of Finance Transformation and working closely with the Senior Finance Systems Analyst as part of the Finance Systems capability. Its purpose is to protect BAU stability while ensuring change is appropriately assessed, routed and controlled through its lifecycle. It supports Finance in operating safely and moving at pace while safeguarding the Finance-side capabilities, logic, controls and dependencies that keep the Finance Systems estate stable, resilient, compliant and capable of controlled evolution.

Acting as a Finance-side senior systems stewardship and control point, the role maintains an end-to-end view across the Finance Systems estate. Its remit spans Finance-side governance, systems-control cohesion, system administration, master data, Delegation of Authority, Segregation of Duties, access and recertification, Finance-side helpdesk and incident support, and AI / automation guardrails. It provides stewardship and oversight across these activities to help protect BAU stability, resilience and control.

The role brings deep Finance Systems and finance control expertise to Finance's Change Assessment and Routing model (L1 / L2 Triage) and stewards the Finance-side change-control lifecycle. It provides governance, visibility and oversight across Finance Systems activity, helping ensure change is appropriately controlled, prioritised and progressed while maintaining a Finance-side portfolio view of the change funnel and pipeline for visibility, prioritisation and decision-making, including where outcomes relate to policy, training, process or controls.

Finance Systems supports the operation and cohesion of Finance-side systems controls across BAU and change. Accountability for business processes, business controls and operational decisions sits with the relevant line owner, process owner or control owner in accordance with RACI.

What you'll be doing

BAU Stability, Resilience and Continuity: Protect BAU continuity by maintaining visibility, control and supportability across critical Finance Systems processes, system routines, support routes, vendor dependencies, incidents, workarounds and control touchpoints. Identify and help address weak signals, recurring issues, fragile workarounds, single points of failure and ownership gaps affecting Finance operations.

Finance-side Systems Stewardship: Maintain a Finance-side end-to-end view of the Finance Systems estate, understanding dependencies, risks and opportunities across

systems, applications, controls, processes, workflows, master data, access, data flows, automations, integrations, handoffs, reporting, reconciliations, verifications and domains. Support alignment with Finance Data & Analytics (Finance D&A). Understand where automation, integration, optimisation and AI affect Finance Systems logic and resilience and contribute to future capability and roadmap discussions by bringing a Finance-side cross-domain view of risks, dependencies and opportunities.

Finance Workflow, Ticket and Pipeline Stewardship: Maintain visibility of Finance Systems tickets, work packages, workload, funnel and pipeline activity, ageing items, blocked dependencies, decisions, approvals, closure expectations and Finance validation requirements. Help ensure activity is governed appropriately and progresses through the appropriate support or delivery routes.

Change Assessment and Routing (L1 / L2 Triage): Ensure proposed changes affecting Finance are appropriately assessed, evidenced, risk-assessed, owned, sponsored and prioritised, with RACI clearly established, before assigning to the appropriate support or delivery route. Ensure Data & Analytics impacts are considered and aligned with Finance D&A. Review and assure the application of Finance's Change Assessment and Routing model (L1 / L2 Triage), train others on its use, and perform L2 Change Assessment and Routing where appropriate.

Finance-side Change Control: Steward the Finance-side change-control lifecycle by maintaining visibility, governance and assurance across change activity. Support stage-gate readiness, permission-to-proceed / Go No-Go decisions, transition, handover into BAU and closure disciplines while protecting controls, auditability and operational resilience.

Systems-Control Cohesion, Administration and Access Governance: Maintain oversight of Finance-side systems-control mechanisms, including recurring control reviews, master data, Delegation of Authority, Segregation of Duties, access, system roles and access profiles, approval routes, recertifications, administration, evidence and access governance, to help ensure controls remain effective, evidenced and aligned to agreed ownership and authority models.

Technology, Vendor and Consultant Interface: Act as a primary Finance-side interface with business / domain owners, Technology, vendors, consultants and support routes, supporting effective coordination, handoffs, service review activity and issue progression.

Capability Build, Line Enablement and Assurance: Build Finance Systems capability across Finance through guidance, coaching, assurance and specialist support. Help embed sustainable ownership and capability within the line while protecting BAU stability and control, alongside establishing and embedding Finance's Change Assessment and Routing (L1 / L2 Triage) model and Finance-side change-control lifecycle methods.

Finance Systems Analyst Technical Standards and Coordination: Working with the Head of Finance Transformation, provide technical standards, guidance and coordination for Finance Systems Analyst capability – supporting consistency across incident support, helpdesk discipline, administration, Change Assessment and Routing (L1 / L2 Triage), Finance-side change-control lifecycle evidence, monitoring, testing, documentation, support notes, handover packs and closure records.

About you

You bring a demonstrable track record across Finance, complex Finance environments, systems control, audit and change. You have practical experience of working in environments where BAU stability, control, evidence, stakeholder ownership and controlled change are critical.

You may have built your career through Finance or audit, likely moving into transformation, change or systems environments. You combine strong technical Finance grounding with practical systems experience and substantial change-management capability. You understand the importance of control, evidence and auditability, while also being motivated by improvement, simplification, automation and controlled evolution.

You are confident operating across Finance, Audit, Technology, consultants, vendors and business owners. You can hold the end-to-end view, identify dependencies and weak signals, ask the right questions, and bring structure to ambiguous issues or change scopes.

You are calm, pragmatic and credible, with the discipline to protect BAU first while enabling Finance to move at pace, and the judgement to know when to coach, challenge, assure or get directly involved. You are motivated by helping Finance operate safely, strengthen control, build capability and evolve the Finance Systems estate in a controlled and sustainable way.

Minimum criteria

- Qualified accountant
- Significant post-qualification experience across Finance-side systems, processes, audit, controls, systems change and transformation
- Experience with core Finance platforms such as ERP / accounting systems, treasury and banking systems, payment solutions, reconciliation platforms, planning tools, reporting tools or service-management platforms
- Demonstrable track record in roles requiring strong Finance control, governance, evidence and change-management judgement
- Strong practical understanding of Finance systems-control mechanisms and their role in protecting BAU stability, auditability and compliance
- Proven experience supporting, assuring or delivering Finance-side systems change, including testing, implementation and BAU transition
- Strong communication, judgement, stakeholder-management and assurance skills, with the ability to influence, challenge and support colleagues across different levels and disciplines

Preferred

- Experience working in large, complex, regulated, agile or matrix organisations
- Experience with Oracle E-Business Suite, Alfa or comparable asset / lease-finance platforms, IT2, HSBCnet, Bottomline, AutoRek, OAS / OBIEE, Hyperion / SmartView, Jira / JSM, ServiceNow or comparable enterprise Finance systems would be advantageous
- Experience supporting automation, optimisation, AI adoption or workflow improvement in a controlled Finance environment
- Experience with business process mapping and design, Lean and root cause analysis

- Industry experience in financial services, leasing, automotive, asset finance, regulated customer operations or other complex transaction-led environments

Who you'll be working with

This role is part of the Strategy & Planning team, reporting to the Head of Finance Transformation and working closely with the Senior Finance Systems Analyst. The role collaborates extensively with Subject Matter Experts and teams across the business, including Treasury, Financial Planning & Analysis, Finance Operations, Financial Reporting & Tax, Finance Business Partnering, Finance Data & Analytics, Internal and External Audit, Risk, Technology sub-divisions, consultants, vendors and wider business stakeholders.

What we do

We lease a wide range of tailored mobility solutions to people who receive one of the Government's qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.

At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.

The Scheme has been providing affordable, all-inclusive motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10.

How we work

We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](#) to find out more.

We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.

Our beliefs and values

We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.

We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.

Our values are at the heart of everything we do:

- We believe no one should be left behind → We find solutions
- We believe we must take the lead → We drive change
- We believe everything starts with the customer → We care

What we can offer you



Pay: competitive salary, with a yearly discretionary bonus, based on your performance



Holiday: 28 days, and you can buy and sell days



Pension: 15% non-contributory pension (9% during probation)



Health and wellbeing: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme



Development: A library of internal training on our myLearn platform



Family friendly: We have competitive family leave policies



Diversity and inclusion: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access



Helping our community: One volunteering day each year, and access to volunteering platform Neighbourly



Schemes: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers



Other, voluntary benefits: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office