

About the role

Role

Senior Finance Systems Analyst

Location and hours

Bristol, 35 hours, minimum three days in the office

Band

Expert

Salary

Competitive plus benefits

Purpose of the role

This role sits within Finance, reporting to the Head of Finance Transformation. It provides experienced, hands-on Finance Systems analyst capability and works closely with the Finance Systems Controller, providing cover for defined Finance Systems activities where appropriate.

The role supports BAU stability and controlled change across the Finance Systems estate by undertaking practical Finance-side systems work across incident support, helpdesk activity, system administration, master data, access, recertification, control evidence, operational monitoring, testing, documentation, user enablement, Change Assessment and Routing (L1 / L2 Triage) support and Finance-side change-control lifecycle evidence.

Working closely with the Finance Systems Controller, the role helps keep Finance Systems activity visible, evidenced, coordinated and supportable across BAU, Finance's Change Assessment and Routing model (L1 / L2 Triage), and Finance-side change-control lifecycle. It is responsible for defined practical Finance-side systems activities and routines, while escalating risks, gaps, dependencies and control issues where broader stewardship, ownership, sponsorship, prioritisation or senior judgement is required.

The role supports the operation and evidence 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.

This is a hands-on, technical Finance Systems role requiring strong Finance grounding, practical systems capability, attention to detail, sound judgement and the discipline to protect BAU stability while supporting controlled improvement, Change Assessment and Routing (L1 / L2 Triage) activity and Finance-side change-control lifecycle disciplines.

What you'll be doing

BAU Systems Support, Helpdesk and Incident Activity: Provide hands-on support for Finance Systems incidents, helpdesk activity and operational queries. Investigate issues, gather evidence, maintain ticket updates, support escalation routes, keep users informed and monitor issues through to closure, ensuring operational support activity is visible, evidenced and appropriately routed.

System Administration, Master Data and Access: Undertake Finance-side systems administration activity across relevant systems, including master data, user access, approval routes, system roles and access profiles, recertifications and related control evidence. This may include practical support for Oracle master data changes, authority and approval maintenance, cost centre, account and analysis code set-up, and other system administration activity where Finance Systems input is required.

Finance Systems Controls, Evidence and Recertification: Support the operation and evidence of Finance-side systems-control mechanisms, including access reviews, recertification activity, audit trails, control checks, exception handling and recurring BAU control routines. Ensure defined control activity is completed accurately, evidenced appropriately and escalated to the relevant owner where issues, gaps or dependencies are identified.

Finance Workflow, Tickets, Pipeline and Operational Monitoring: Maintain visibility of Finance Systems tickets, work packages, pipeline activity, open actions, ageing items, blocked dependencies, approvals, decisions and closure requirements. Support the flow of Finance Systems work into appropriate support or delivery routes, ensuring the right evidence, context and Finance validation requirements are captured and maintained. Support operational monitoring of system routines, known issue points, recurring failures and support-route dependencies.

Change Assessment and Routing (L1 / L2 Triage) and Finance-side Change-Control Lifecycle Support: Support the application of Finance's Change Assessment and Routing model (L1 / L2 Triage) for proposed change. Help ensure artefacts and evidence are in place and prepare information needed for review, assurance, ownership, sponsorship, prioritisation, routing and progression. Help capture Data & Analytics impacts and align them with Finance D&A. Support the application of the Finance-side change-control lifecycle by ensuring evidence is in place for readiness, permission-to-proceed / Go No-Go decisions, transition, handover into BAU and closure.

Testing, Upgrade and Release Support: Support Finance-side systems testing activity across upgrades, changes, fixes, releases and controlled system enhancements. Prepare Finance-side test evidence, support business testing, track defects, assist with regression activity, document outcomes, support release readiness, hypercare and BAU transition across systems such as Alfa, Oracle, AutoRek, Bottomline, Hyperion, IT2, HSBCnet or equivalent Finance Systems platforms.

Audit, Service Review and Vendor Follow-Up: Support Finance teams, the Finance Systems Controller and relevant control owners with audit requests, access recertification, system evidence, control reviews and recurring BAU review activity. Support service meetings, vendor discussions and follow-up activity, including preparing updates, maintaining action logs, tracking issues, coordinating responses and supporting follow-through on agreed actions with Finance owners, Technology, vendors and consultants.

User Guidance, Training and Knowledge Transfer: Support Finance users, Business Process Owners and Super Users with practical guidance, training updates, process notes and knowledge transfer where systems, processes or controls change. Help make BAU

support more sustainable by documenting known issues, support routes, guidance notes, handover packs and closure records.

Continuous Improvement and Safe Adoption: Identify recurring issues, fragile workarounds, manual activity, user pain points and opportunities for improvement. Support safe adoption of new tools, methods and AI where they affect Finance Systems, controlled processes or BAU activity, ensuring opportunities are use-case led, controlled, evidenced, tested, approved, supportable and safely embedded into BAU.

Finance Systems Controller Support and Operational Continuity: Where appropriate, provide cover for defined Finance Systems Controller activities, supporting Finance-side systems stewardship, visibility, evidence quality, Change Assessment and Routing (L1 / L2 Triage) support, Finance-side change-control lifecycle evidence, follow-up, escalation and operational continuity. Provide practical technical support and informed judgement, while escalating matters requiring Controller-level ownership, cross-domain decision-making or senior stakeholder intervention.

About you

You bring practical experience across Finance systems, systems control, audit, change and operational delivery. You understand the importance of BAU stability, control, evidence, stakeholder ownership and controlled change in a Finance environment.

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 change-management capability. You are comfortable undertaking hands-on systems work while also bringing the judgement, credibility and discipline expected of an experienced Finance Systems practitioner Matter Expert (SME) providing trusted Finance Systems support and operational continuity.

You are organised, analytical and pragmatic. You can investigate issues, ask the right questions, gather evidence, identify dependencies and follow activity through to closure. You are confident working with Finance users, Subject Matter Experts (SMEs), Technology colleagues, vendors, consultants and control owners.

You communicate clearly, keep stakeholders informed and take a customer / stakeholder-focused approach to support and problem-solving. You are proactive and flexible, able to manage competing priorities while maintaining accuracy, evidence quality and attention to detail.

Above all, you are motivated by impact: helping Finance operate safely, strengthen control, build capability and evolve the Finance Systems estate in a controlled and sustainable way.

Minimum criteria

- Relevant experience in Finance-side systems, processes, audit, controls and systems change
- Experience undertaking hands-on Finance-side systems activity, including support, administration, testing, evidence, issue investigation or controlled change
- Experience working with core Finance platforms or system-dependent Finance processes, such as ERP / accounting systems, treasury and banking systems,

payment solutions, reconciliation platforms, planning tools, reporting tools or service-management platforms

- Practical understanding of Finance-side systems-control mechanisms and their role in protecting BAU stability, auditability and compliance
- Experience supporting, assuring or delivering Finance-side systems change, including testing, implementation and BAU transition
- Effective communication, judgement, stakeholder-management and analytical skills, with the ability to engage with colleagues across different levels and disciplines

Preferred

- Qualified accountant
- 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
- Experience supporting Finance master data, access, recertification, system administration, control evidence, testing, upgrades, releases or BAU transition
- Experience supporting audit requests, control reviews, reconciliations, service reviews or recurring Finance control routines
- Exposure to business process mapping and design, Lean, root cause analysis, automation, optimisation, AI adoption or workflow improvement in a controlled Finance environment
- 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 Finance Systems Controller. The role works with SMEs 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.

We're Motability Operations

About us

We're the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers' mobility in a fast-changing world. We're the UK's largest car leasing company and we help over 800,000 people get on the road.

We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs.

What we do

We lease a wide range of tailored mobility solutions to people who receive of 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