



Job Description

Role Title	P2P Subject Matter Expert		
Business Group	Business Services		
Job Family	Finance		
Job Purpose	To support the P2P (Procure to Pay) Lead SME in the day-to-day running, maintenance, and set-up of FCDO Services P2P Hera modules (Accounts Payable, Expenses, Procurement, Inventory and Travel Package). Provide expert advice and guidance to FCDO Services Finance system (Hera) users.		
Organisation Chart	<pre> graph TD A[Head of Systems (D6)] --> B[ERP Subject Matter (C5)] B --> C[P2P Lead SME (C4)] B --> D[PPM / Finance Lead SME (C4)] C --> E[ERP SME x 3 (B3)] D --> F[ERP SME x 2 (B3)] </pre>		
Date Updated	26/11/2024	Grade	B3

KEY ACCOUNTABILITIES

- Provide specialist advice and guidance to FCDO Services Hera Users on all aspects of Oracle Accounts Payable, Expenses, Procurement, Inventory and Travel Package modules.
- Act as an 'expert' P2P SME, ensuring that you keep abreast of changes in the FCDO Services business environment and functional Oracle developments.
- Modify P2P module configuration as required, ensuring that the system is up to date and reflects the current FCDO Services structure, processes, and policies.
- Identify and correct P2P exceptions, liaising with the incumbent Service Integrator (SI) when required, updating guidance and training material where necessary.
- Complete the Accounts Payable / Cost Management month end close processes, liaising with other FCDO Services SMEs to ensure that the close is timely, accurate and communicated to Stakeholders;

OFFICIAL

- Investigate Expenses, Procurement and invoice approval workflow exceptions. Identify anomalies and determine corrective action to ensure that the workflows complete successfully with minimal disruption to the business.
- Update and review P2P module documentation in accordance with operational requirements, including system Configuration Workbooks, End User Instructions, Training materials, Forms and the FCDO Services intranet site.
- Complete the testing for all system changes, including quarterly evergreen updates, ensuring that appropriate documentation is maintained (e.g. test scripts, issues log). On large projects this will be completed under the guidance of the UAT (User Acceptance Testing) coordinator.
- Support System Team projects as required (e.g. Organisation Changes, enhancements, and upgrades).
- Arrange for the assignment Hera role and data access to FCDO Services Hera users, liaising with the FCDO Hera Access Team and escalating decisions as required.
- Manage own professional development; enhance knowledge and expertise of all Oracle Financials Applications (in particular P2P) used by FCDO Services to further improve the level of support provided to Oracle users.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE

Essential:

- Ability to organise and prioritise work to achieve objectives to tight deadlines.
- Previous experience of working in a Finance function.
- Strong numerical and analytical skills (including MS Office Excel and Word); – ability to quantify and manipulate data and identify anomalies.
- Good communication and interpersonal skills - ability to work as part of a team, as well as dealing with 'customers' at all levels.
- Logical approach to problem solving and experience of providing practical, achievable solutions for customers.
- Ability to take the initiative, identify and respond to business service requirements and manage workloads effectively to ensure that tight deadlines are met.

Desirable:

- Functional experience of Oracle ERP software or comparable product.
- Previous experience of operating in a commercial environment.

CIVIL SERVICE BEHAVIOURS

Top three for job:

Making Effective Decisions

Delivering at Pace

Managing a Quality Service

OFFICIAL

SUCCESS INDICATORS

Success measured and evidenced by:

- Delivery of a high quality and timely expert service to customers.
- Accurate and timely maintenance and enhancement of FCDO Services' P2P modules.
- Continued enhancement of Oracle skills.
- Positive feedback received from stakeholders throughout the reporting year and during the appraisal process (360-degree feedback).

<u>Budget and Authority</u>	None
<u>Reports to:</u> <u>(Role Title and Grade)</u>	P2P Lead SME (C4)
<u>Direct Reports:</u> <u>(Number and grades of staff)</u>	None