

## Role Title

**Senior Finance Manager, Hub Shared Business Support Services, Beijing**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Finance	8/E	Beijing	IDC	Regional Financial Controller, EA region

## Role Purpose

To provide strategic leadership on the development of the Shared Service Centres (SSC) to provide cost effective and efficient finance processes to support the Region's rapid growth.

To represent Global SSC to provide strategic input in partnership with the China and Regional Finance Controller.

To provide leadership in the development, definition, expansion and improvement of SAP and finance processes including corporate transformation, corporate transparency projects and Tax & Status project.

To influence key external partners, e.g. banks, to ensure that services received by British Council are value for money.

To develop and maintain relations with senior internal and external stakeholders, e.g. Regional Financial Directors and Regional Controllers.

To lead on delivery of business focused transaction accounting and shared finance services of GSS Finance to customers in China, Hong Kong and Taiwan.

To ensure that finance hub services are delivered to the quality and targets outlined in the Service Level Agreement with the country or Regional management.

To manage and supervise roles & responsibilities to deliver China shared business support services which includes SAP finance transactions services, SAP & CPIMS Procurement administration and functions and Income recognition, reconciliation and receipts functions in the business operations.

To ensure financial compliance for Shared Services delivered by the Beijing hub to China, Hong Kong and Taiwan (Shared finance services) and all East Asia countries (procurement administration)

To ensure that all transactions are in compliance with SAP standard procedures, Corporate policies and the Financial Control and Compliance Framework (FCCF).

## About Us

Founded in 1934, the British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Last year we reached over 65 million people directly and 731 million people overall including online, broadcasts and publications.

The British Council has had a presence in China since 1943, and since 1979 we have been operating as the Cultural and Education Section of the British Embassy in Beijing and the Cultural and Education Section of the Consulate-Generals in Shanghai, Guangzhou, Chongqing, and Wuhan. In 2017 we opened our first English centre in Mainland China, based in Nanjing.

Our work in China is of great importance to the global British Council operation, both politically and commercially. With more than 750 staff across our offices in China, we operate a wide range of programmes in English, exams, arts, and education in partnership with local authorities and partners.

We achieve significant impact and reach through our programmes which have engaged millions of young people and thousands of professionals and policy makers across China, including:

- 900,000 people who have taken an exam with us within the past year, be it an English language exam, such as the IELTS exam, or a professional exam, such as the ACCA qualification.
- 10,000 English teachers and one million students who have benefitted from our English language teacher training programmes in the past two years.
- Nearly 155,000 Chinese students who are currently studying in the UK, many of whom have engaged with our work encouraging and supporting student mobility.
- One billion people reached and influenced through our 2015 Year of Cultural Exchange, which comprised of more than 200 events across 14 Chinese cities, and our Shakespeare Lives campaign in 2016 achieved similar levels of impact.

## Function Overview:

Manage relationships with country finance managers, finance officers, operations and functional department staff as primary contact customers/stakeholders in countries serviced and the regional management team

- Reports to: Head, Shared Service Centre, BCMS with dotted line to Regional Financial Controller and Regional Procurement Director
- Supervises: 5 – 12 staff
- Financial Impact: Transparent and seamless delivery of shared business services to ensure accurate accounting, record-keeping and to promote compliance and

minimize financial risk.

- Territory / Products/processes/services handled:
  - China and Hong Kong core financial services
  - Taiwan Accounts Payable Invoice receipting
  - Procurement administration (China, later extend coverage to all EA countries)
  - Income recognition, reconciliation and receipting (China)

### Main Opportunities/Challenges for this role:

Maintain strong teamwork with colleagues in East Asia region, FRC, Regional and country procurement owners, GSS hub managers.  
Identify and agree on staff learning and development plans with line manager

### Main Accountabilities:

- Provide strategic leadership on the development of the Shared Service Centres (SSC) to provide cost effective and efficient finance processes to support the Region's rapid growth.
- Represent Global SSC to provide strategic input in partnership with the China and Regional Finance Controller in the development of new roles and tasks.
- Provide leadership in the development, definition, expansion and improvement of SAP and finance processes arising from corporate transformation, corporate transparency and Tax & Status project.
- Deliver performance to Key Performance Indicators (KPI) targets and undertake remedial action plans or improvement plans.
- Plan, manage and ensure delivery of efficient and effective services to standards and targets specified in the Service Level Agreement(s) and Terms of References (TORs), providing defined transaction accounting and financial services support to designated customer groups as agreed through service and operating level agreements.
- Responsible for the timeliness, reliability and accuracy of the transactions to established procedure.
- Plan, organize and deploy resources to deliver services and within budget
  - Trained and skilled human resource
  - Operating budget +/- 5% of Plan
  - BC policies and guidance are followed

### Shared Finance Services

- Prepare the monthly hub FCCF Level 1 reports for China risk assessment for specified control criteria and ensure hub related outstanding non-compliant items are explained with remedial action plan.
- Support country audits and develop improvement plans and processes.
- Lead, design, develop and initiate financial process improvement initiatives which address operational needs and support business objectives.
- Global Service Desk support
  - Make sure that services assigned to Beijing team are handled efficiently

within agreed SLA.

- Identify strategic improvements for global service delivery
  - Share knowledge, experience and improvement ideas with other managers of GSS Finance centres, to develop services that better meet the Council's long term business objectives.
  - Strategic input to finance/processes improvement/development projects/programmes, including status and tax project provided, as per requirements.
- Support extended hours for GSD help desk telephony as agreed with Noida SSC.
- Ensure compliance with SAP, CPIMS, ORS and TCMS standard procedures, corporate policies and the Financial Control and Compliance Framework (FCCF).
- Build teamwork with GSS hub managers, Country/ Area directors, Regional and Country finance managers, Operations personnel, Financial Risk & compliance team, Treasury team as key contacts.
- Develop Business Continuity Plans (BCP) and lead on provision of critical business services during any contingency period to East Asia, Noida SSC and South Asia. Delivery to support a seamless delivery of critical finance services.

### **Procurement**

- Development of a new Procurement business services hub.
- Establish a new standardised PO governance framework & process for explicit ownership and accountability.
- Define and develop new roles and responsibilities to deliver procurement admin transactions as part of the new business requirement in China; and to expand the scope to other East Asia countries.
- Develop new internal controls designed and embedded in business-as-usual tasks.
- Design critical due diligence checks to ensure the accuracy and reliability of procurement information aligned to Material groups, GL codes, WBS codes, and that the relevant policies have been complied with.
- Manage a team of procurement administration officers across the region organized along language, country or clusters.
- Manage the transactional elements of the procure to pay process on behalf of the business, ensuring compliance with finance and procurement policies, improved purchasing data accuracy and increasing use of preferred suppliers.
- Support sourcing activities with Procurement team to use available preferred supplier where required.
- Manage Purchase requestors to complete procurement process with Goods Receipt and Invoice Receipt.
- Review procurement reports relating process efficiency and compliance to minimum control standards and corporate policies, with a view to lead remedial actions with procurement owners.
- Acquire strong level of knowledge about the business to allow the operations individual to work proactively and understand when POs require prioritisation & where to go for escalations.

### **Performance Management**

- Management of Beijing Hub shared business support services centre staff to

maintain an effective team in which staffs are highly motivated and technically competent. Mentoring and motivating staff, and actively identifying opportunities for staff learning and development

- Support and development of staff is carried out to the satisfaction of staff and customers
- Performance management responsibilities are carried out in compliance with corporate HR policies

### Key Relationships:

#### **Internal**

- Country directors
- Area directors
- Regional and Cluster Finance, finance managers and officers
- Regional and country procurement managers and leads
- operations procurement process owners
- Internal audit team
- Purchase requestors and PO approvers

#### **External**

Banks, NAO audit, Vendors

### Role Requirements:

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	Right to work in country of appointment	Shortlisting
<b>Direct contact or managing staff working with children?</b>	No	N/A
<b>Notes</b>	Occasional travel as and when necessary	

#### **Person Specification:** **Assessment stage**

#### **Language requirements (DELETE IF NOT APPROPRIATE)**

<b>Essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
Shortlisted candidates will either demonstrate they have met the required standard through presentation of an agreed English language certificate, or will be required to take the APTIS test and demonstrate a C level of English proficiency.		Shortlisting

#### **Qualifications**

<b>Essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>Professional accountant preferred</li> <li>University degree preferably in Accounting, Finance or related fields</li> <li>Middle to Advanced level Excel skills</li> </ul>		Shortlisting
<b>Role Specific Knowledge &amp; Experience</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>Experience in Finance function</li> <li>Demonstrate customer service skills</li> <li>Experience of financial accounting</li> <li>Familiar with SAP accounting and Shared Services Operations</li> <li>Communications with senior staff &amp; management</li> </ul>	<ul style="list-style-type: none"> <li>Lead a team of professionals</li> <li>Experience of control and compliance in a global finance environment.</li> <li>Familiar with BC policies</li> </ul>	Shortlisting
<b>Role Specific Skills</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>Manipulating financial/technical information</li> <li>Financial accounting skills</li> <li>SAP system knowledge and skills</li> <li>Financial risk assessment skills</li> </ul>	<ul style="list-style-type: none"> <li>Process management skills</li> <li>Project management skills</li> </ul>	Shortlisting and Interview
<b>British Council Core Skills</b>		<b>Assessment Stage</b>
<p><b>Analysing Data and Problems</b>  <b>Level 4:</b> Solves Complex Problems. Able to apply or devise specialised concepts and methods of analysis – or commission them from others. Understands the output and uses the results to make clear and / or solve complex business, market or policy problems.</p> <p><b>Communicating and Influencing</b>  <b>Level 4:</b> Uses influencing techniques – Uses formal and informal negotiating and motivation techniques to influence others' behaviour and persuade them to think and act differently, while respecting difference of view and culture.</p> <p><b>Using Technology</b>  <b>Level 3: Identifies improvements</b>  Identifies where new or improved technology could benefit business efficiency, the customer experience or market opportunities and makes evidence-based recommendations.</p> <p><b>Managing risks</b>  <b>Level 3:</b> Develops the culture – Has track record of analysing potential risks, promoting risk awareness, and holding others to account for their practices.</p> <p><b>Manages a team</b></p>		Shortlisting and Interview

<p><b>Level 3:</b> Provides full line management to a team where all members are working in a similar area of expertise or business. Scope includes planning, setting objectives, role modeling an inclusive culture, recruitment, development and performance management.</p>	
<p><b>British Council Behaviours</b></p>	<p><b>Assessment Stage</b></p>
<p><b>Connecting with other (most demanding):</b> Actively appreciating the needs and concerns of myself and others</p> <p><b>Working together (most demanding):</b> Creating the environment in which others who have different aims can work together</p> <p><b>Being accountable (most demanding):</b> Organizational commitment &amp; integrity to align self and others to corporate goals. Showing real dedication to the long-term mission of the British Council or the team.</p> <p><b>Making it happen (most demanding):</b> Achieving stretching results when faced by change, uncertainty or major obstacles.</p> <p><b>Shaping the future (more demanding):</b> Changing the nature of what we do and the benefits we gain by thinking and planning with creativity</p> <p><b>Creating Shared Purpose (more demanding):</b> Inspiring others to take a specific role as part of a shared purpose.</p>	<p><i>Interview</i></p>
<p><b>Prepared by:</b></p>	<p><b>Date:</b></p>
<p>CV Kwong</p>	<p>10<sup>th</sup> May 2018</p>