Job Description

Job Title: Business Systems Service Manager (ERP)

POSCODE: Business & Digital Systems

Grade: CCC P4 / PCC GR14

Overall purpose of the job

This role reports directly into the Head of Business & Digital Systems.

Working in the Business & Digital Systems Service, the Business Systems Managers the role is to lead and manage a coordinated multi-skilled team that delivers:

- Lead on and provide technical development of the Councils ERP system, Unit4
- Continuous improvement in the development of this and associated systems, in line with the organisations requirements
- Business Systems Training
- Change control

They will be a key contact for the services to ensure the above elements are delivered effectively, making best use of skills and relationships across the authorities.

Main accountabilities

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1.	Lead and manage a coordinated multi-skilled corporate service which delivers effective and timely support for: • The Councils Enterprise Resource and Planning (ERP) solution, Unit4 • Business Systems Training for this solution • Change control for this and related IT Systems
2.	Add value to the role by bringing specific technical Unit4 development skills to the team.
3.	Assist the Head of Service, Consultants and Project Managers in identifying customer requirements and business opportunities by working with, and understanding, services, and analysing data provided by a number of methods.
4.	Lead and set direction of the team to ensure all relevant business systems are supported and maintained.
5.	Lead in the development of business processes that enable efficient cross team/department resource sharing.
6.	Alongside the Finance & Contracts Manager, lead in the development and maintenance of a roadmap of Unit4 development upgrades and changes to ensure resources are allocated appropriately.
7.	Ensure data management and reporting satisfy the requirements of the organisation specifically in relation to return government returns.

8.	Be accountable for and manage revenue budgets for business system annual service charges and related costs.
9.	Lead the business systems team to ensure it provides creative and proactive support in identifying development opportunities and resolving issues.
10.	Develop cultures of ownership and information sharing within the team, focussed on meeting user needs and providing outstanding levels of customer satisfaction.
11.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
12.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification. Or equivalent experience.	Any	**Essential**
Prince2 Practitioner	Project Management	**Desirable**
ITIL Foundation	IT Testing qualification	**Desirable**

Identify	Describe	Essential/ Desirable
Knowledge		
ERP Systems	Development, support and implementation of Unit4	**Essential**
Data protection	Sound understanding of Data Protection & information sharing legislation.	**Essential**
IT Infrastructure	Understanding of IT infrastructure and security considerations – to ensure that risks are managed, with support from technical LGSS IT colleagues, in relation to corporate security requirements and resilience.	**Essential**
ITIL	Understanding of the principles and practical application of ITIL.	**Desirable**
National Policy	Understanding of national policy in relation to delivery of services and how any change may impact IT systems.	**Desirable**
Local Authorities	Understanding of the decision making and governance arrangements within local authorities - Knowledge of Board and Programme management.	**Desirable**
Budget Management	Practical knowledge of budget management.	**Desirable**
Member working	Understanding of, and sensitivity to working with members.	**Desirable**
Skills		
Working Together	Look for ways to maximise the value of working together, building support "behind the scenes" for changes to delivery and providing focus and direction in delivering joint outcomes. Show a	**Essential**

	close interest in all the services that my Service is designed to maintain.	
Integrity	Think creatively, offering original solutions outside of conventional expectations. Take responsibility for actions. Actively seek feedback about the Service and make it accountable.	**Essential**
Respect	Identify areas for development in meeting all customers' and colleagues' expectations. Innovate within sphere of influence change others' behaviours and the use of resources for the better.	**Essential**
Excellence	Manage change effectively. Design, innovate and influence best practice in the work of team, contractors, partners and self.	**Essential**
Strategic thinking	Clarity of thought, the ability to think strategically and translate concepts and ideas into meaningful plans and actions.	**Essential**
Leadership	Lead, inspire, influence and motivate people towards a common objective and tackle performance issues effectively.	**Essential**
Partnership Working	Ability to work effectively in partnership, managing conflict and seeking consensus to achieve shared goals.	**Essential**
Organisation	Strong planning and organisational skills.	**Essential**
Project Management	Ability to manage a range of complex issues/projects with conflicting priorities.	**Essential**
Communication	Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences.	**Essential**
Influencing Outcomes	Ability to engage successfully with senior stakeholders to achieve desired outcomes. Able to demonstrate.	**Essential**
Travel	Ability to travel.	**Desirable**
Development	Demonstrates a commitment to personal training and development and to that of others - Recent evidence of learning opportunities taken.	**Desirable**
Experience		

IT Business Systems	Extensive knowledge and experience of Unit4 - Detailed understanding of operational use as well broad requirements, functions, interdependencies, links and cycle.	**Essential**
People Management	Experience of effective people management.	**Essential**
Relationship Management	Experience of developing strong and effective relationships across and outside the organisation.	**Essential**
Leadership	Evidence of highly visible leadership style with successful outcomes for staff and the organisation.	**Essential**
Complex IT programmes	Experience of managing complex IT programmes - Including managing multiple projects to support change.	**Desirable**

Disclosure level

What disclosure level is required for this post?	**None**	~~Standard~~
	~~Enhanced~~	~~Enhanced with barred list checks~~

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	~~Fixed~~	**Flexible** **Yes**	~~Field~~	~~Home~~

Page 1 and 2 of this document will form the job description and person specification for the post.

Job title:	Business System Manager	POSCODE *(Needed for re-evaluations)*	TBC
Reports to (job title):	Head of Business & Digital Systems	Directorate/Service:	ITDS - Business & Digital Systems
Presenting Manager:	Head of Business & Digital Systems	Date of evaluation:	
Supporting HR contact person:	Daniella S	New Post	Yes
		Re-evaluation:	No

Job context

Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.

The Business & Digital Systems Service manages the authorities requirements for IT systems. It ensures the systems in use are effective and fully utilised, they satisfy the relevant service or organisational need, and that of the IT Strategy.

This post is the critical lead in ensuring the business systems, specifically Unit4, serve that purpose. That they have a change management programme and resources around them, that the systems themselves link to others where appropriate and ensure colleagues in partner organisations understand their part to play in that delivery.

The team working with this role include Business System Support Managers (deal with specific systems or services, specialists in that field), Digital development team, and the Business System Training team.

Organisation chart (include grades)

See proposed Structure Chart.

PCC evaluation question: Does this role have direct or indirect line management responsibility, and if so, please define the number of subordinates.

The role will have 2 Senior System Accountants reporting to it, who provide support and training on Unit4.

What are the major changes to the role?

N/A.

Communication and influencing

Contact	Nature of interpersonal skills used

Internal services	Maintaining the network of knowledge across the IT Service to ensure system support is managed effectively
	Changing behaviours of services to get the most of systems in use, including the offer of training services, development of products, and acting as a liaison between the service and supplier as needed.
	Provide challenge to those in ITDS and in the wider organisations to ensure those systems they are responsible for are fully utilised, and provide alternative proposals as required.
	Working with Directors, AD's and HoS's to ensure we are clear on their plans for the future, and system configuration and procurement matches their requirements.
External suppliers	Liaising with and influencing their product roadmaps
Local Authorities	Understanding other authorities roadmaps

Supervision and work planning

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Monthly & Annual – this varies depending on the current requirements. This role ensures the structure is there to enable those teams to work effectively with longer term plans.
They will contribute to the Digital Strategy which has elements of up to 5 years, so understanding the long-term requirements of the service will help shape their decisions for shorter term procurements, plus ensure longer term procurements and implementations fit with the strategy.

What level of supervision is this post subject to?

Regular 1:1's, but generally very little supervision will be required.

What type of priorities is the post holder able to set themselves?

All. They will be aware of the wider strategic goals for the service and the authority and respond accordingly.

What kind of systems, procedures or 'rules' are set around the job?

Working to the guidelines around the Digital Strategy..

Problems encountered

What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).

Part of the role is to manage the budgets for Annual Service Charges of systems. It would be expected that the role will review charges from each supplier, and if the charges exceed the expected amount, this up with the provider, be clear on the reasons why and either accept or reject the changes. If accepting, the role will follow financial guidance, both ensuring it is legal to continue and manage the budget accordingly.

Most upgrades and implementation of systems take place out of hours. Although not directly involved at that time, the role will help prioritise these activities, and occasionally clashes will occur. The role will be expected to review each clash, understand the impact on both the service and the organisation, and help decide on what course of action to take. This will involve also looking at impacts in PCC. The role will be expected to liaise with services and Serco to achieve an outcome that benefits all, and if not, ensure relevant comms are provided.

At what point does the post holder escalate a problem to a more senior employee?

No day-to-day issues are expected to be escalated (other than in extreme circumstances), but if the role becomes aware of a situation in a services delivery model or structure that could impact the wider support of a business system (for example, if the role becomes aware of a restructure in a service that could change the build of a system, or release dates).

Decision making	

Does the post holder makes a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

Please give an example to illustrate the approach to decision making specified above.

Most business systems are designed for a specific market. However, digital solutions can be used to 'bridge a gap' in products. The role will be expected to liaise with the Head of Business & Digital Systems to ensure service areas have a 'fit to use' product that may not be an 'off the shelf' solution.

Freedom to act

Please give two examples of areas that the post holder has discretion over.

The role would be expected to (being fair and reasonable) make best use of the wider IT & Digital Services' members and their skills/knowledge. This may mean moving members around within the team to provide the most appropriate support on a particular system.

The role will be aware of the contract terms around each business system, and either add or remove components as required, that fit in with the IT Strategies direction, and procurement rules. For example, add new modules or functionality to Unit4 thereby removing another business system and reduce our estate, and providing greater functionality for the service.

Impact

Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
Expenditure	£1m	Direct control
	£200m	advisory/influencing

Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

The role is responsible for the team delivering IT system support to 90% of the organisations staff, by ensuring the systems are fit for purpose and operational.

The systems supported and managed by this role/ensuring the successful.

Physical effort and/or strain

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

None.

Working environment

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?

None, working from home and office based.

Declarations

All roles – Manager
JDQ completed by: Chris Stromberg By submitting this JDQ to panel I confirm that the relevant Director/Assistant Director has given consent for this post to be evaluated/re-evaluated.   Signed: Date: Print name: Chris Stromberg

Re-evaluations only – Current Post Holder
Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role. Signed: Date: Print name:

HR Advisory - Prior to submitting the job to panel please provide the Hay Lines of this posts Line Manager and Direct Reports.

Job title	Hay Line			Score
	Know How	Problem Solving	Accountability	

HR Advisory - Advice given to the manager

Use this section to record any relevant background information and advice that you have given to the manager.