

Job Title	ERP Workstream Lead (ICT)
Grade	12

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Finance and Resources

Finance and Resources provide the council with a range of support services including Finance, People Services, Law and Democracy and Commercial and Assets. The Finance section carries out a range of duties from paying creditors, receiving and banking income, the setting of budgets and medium-term financial plans, to managing the council's pension fund and its administration as well as

providing an internal audit function and risk management and insurance services. People Services carry out a range of functions including People operations, advice and guidance, policy development, learning and organisational development, pay and reward, talent and resourcing, service and system improvement, people data and analytics and Health, Safety and Wellbeing. The service is responsible for the council's financial systems and HR systems and payroll services, financial governance frameworks and for providing financial advice to councilors, officers and partners.

About the ERP Programme

As part of Staffordshire County Council's delivery plan for 2026 - 2028 we are embarking on an exciting project to replace our current Finance and HR & Payroll solutions with a single platform Enterprise Resource Planning solution.

The new system will:

- replace the Centros Finance solution enabling the council to pay suppliers, bill customers, receive and bank income, set budgets and medium-term financial plans using an intuitive user interface
- enable suppliers and customers to manage their data and transact with the council using a self-service portal
- replace the current My HR solution enabling employees quick access to view and change their data and managers access to their employees and enhanced reporting capabilities
- provide all users with a single log-in to the solution reducing the current maximum of 5 separate log-ins to access our business solutions
- provide essential information for performance management reporting, including statutory requirements across finance and HR

The project will be working closely with colleagues and schools to configure the new system, migrate their data from existing solutions, facilitate the development of effective processes and support the council to be prepared for new ways of working and LGR.

About the Role

The Workstream Lead will support the delivery of the ERP Replacement Project and achieve its objectives through overseeing design, build, testing and deployment, bridging business needs with technical teams, driving process standardisation, managing risks and reporting status to stakeholders.

The postholder will be required to work effectively with service teams, partner organisations, the system supplier, and ICT to identify and resolve issues to provide system assurance at go-live.

Reporting Relationships

Responsible to: ERP Programme Manager

Responsible for: ERP Testing Manager and ERP Data Migration Manager

Key Accountabilities:

1. Responsible for the all aspects of ICT within the new ERP solution ensuring improvement of current system processes to meet business needs.
2. Develop strong working relationships with system and process users, understanding their needs and ensuring that all improvements are reflected in the system design.
3. Develop, maintain, control and deliver appropriate design and configuration strategies and plans to ensure the system is designed and configured effectively and satisfies the requirements of the project
4. Develop strong working relationships with the system implementation partner and managed payroll service provider overseeing system design, configuration and integration to align with business processes
5. Responsible for system development ensuring that we optimise the functionality of the system and ensure delivery to the specification.
6. Responsible for the development of process and system guidance and online and offline training for managers and users.
7. Be responsible for reviewing and reengineering ICT related processes to ensure they are streamlined, clear and efficient.
8. Attend the ERP Steering Group providing reports on progress and escalating known issues.
9. Lead, coach, mentor and develop team members to ensure they

deliver a customer focused, modern and professional service, challenging working practices as required.

10. To undertake any other duties required within the ERP Programme, which are commensurate with the grading of the post.

Other Information

The post holder will be required to work normal office hours to ensure effective project support and evenings and weekends on some occasions to support maintenance, testing and updates to systems outside normal working hours. The post holder will need to meet the travel requirements of the role locally / regionally.

The postholder will have the flexibility to work remotely, with the expectation of working from the office at least two/three days per week (on average), some additional days will be required based on project needs. There will be a requirement at key stages in the project to work at the office location every day. This post is designated as a casual car user.

This post has no political restriction.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Environment

70000398/G12/CAS

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.







The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> • Degree or equivalent level qualification • SOCITM qualified or equivalent 	<p style="text-align: center;">A A</p>
  	Knowledge and Experience <ul style="list-style-type: none"> • Significant experience of working in a complex ICT environment • Knowledge of ICT legislation and policies • Experience of managing and working with third party providers • Experience of developing and delivering systems design and delivering to strategic objectives to optimise system functionality • Experience of process mapping and process reengineering to achieve improved services • Experience of developing and delivering relevant guidance and training • Experience of developing compelling communications to engage and guide users 	<p style="text-align: center;">A/I/T A/I/T A/I/T A/I/T A/I/T A/I/T A/I/T</p>
 	Skills <ul style="list-style-type: none"> • Process mapping and process reengineering • High levels of computer literacy to include ICT systems usage and basic configuration • Excellent Communication (oral and written) with proven influencing ability. • Commitment to customer focused solutions • Proven organisational skills • Researching skills • Analytical skills 	<p style="text-align: center;">A/I/T A/I/T A/I/T A/I/T A/I/T A/I/T A/I/T A/I/T A/I/T</p>

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| | <ul style="list-style-type: none">• Able to provide effective management and to motivate direct reports and wider colleagues to ensure high performance is achieved at all times. | |
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*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300