

Job Title ERP Business Support Officer
Grade 5

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 Business Support Officer will:

Provide timely and high-quality business support to the ERP programme team.

Contribute to the development of the ERP solution implementation through providing focused business support, ensuring the efficiency and effectiveness of the ERP implementation Programme.

The expectations are that the person in this role will undertake a variety of tasks from the range of duties set out below.

Reporting Relationships

Responsible to: ERP Programme Manager

Responsible for: N/A

Key Accountabilities:

1. Servicing meetings: the preparation and coordination of documentation for the Programme Manager to support running of meetings & associated Programme Steering Groups, the circulation of agendas and relevant papers; scheduling and diary management; attendance at meetings; taking and distributing appropriate notes and consolidation of project reporting into governance meetings.
2. To provide support and assistance to the ERP programme team to ensure plans are developed in line with Project Lifecycle and are based on generic Microsoft tools and templates (MS Project, Excel, PowerPoint)
3. Accurately input and maintain information, prepare and maintain a single view of all workstreams in respect of a consolidated view of e.g. Resources, Costs, Key Milestones, Dependencies, Key Issues/Risks and status reporting to ensure compliance.
4. Completing a range of administrative tasks ensuring compliance with business processes, support logging of change requests and follow-up of any action required, attend resource planning meetings and support maintenance of resource Plans and arrange 'ad hoc' project meetings.
5. Undertake a range of financial transactions including placing orders for services/equipment, goods receipting in accordance with Financial

Regulations through the County Council's Finance and Procurement systems.

6. Monitoring and maintaining financial records for the service in accordance with Financial Regulations ensuring that any discrepancies are flagged to the relevant team.
7. To provide support, advice and guidance to staff in the use of the IT and related software including basic induction into systems and processes as appropriate.
8. Maintaining knowledge of legislation, policies, guidance, processes and best practice relating to the service area.
9. 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

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
	<p>Qualifications/Professional membership</p> <ul style="list-style-type: none"> • An IT qualification equivalent to the competency level of ICDL Advanced (L3) or equivalent • Level III in Business Administration or equivalent experience • GCSE English and Maths grade C or 4 or equivalent 	A A A
    	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Ability to interpret and accurately input and retrieve data to support performance management. • Experience of using Microsoft O365 suite. . • Experience of office procedures, systems and equipment. • Experience of using computer-based information systems. • Working within a team, preferably in an office environment. • Working with internal/external customers to provide a quality service. • Understanding of the County Council and its role in the community. • Previous experience of servicing meetings including notetaking. • Experience of maintaining financial information for audit requirements 	A/T A/I/T A/I/ A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I

	Skills <ul style="list-style-type: none"> Good written and oral communication skills at all levels – this post will involve liaison with a range of professionals and members of the public. Sensitive and attentive listening skills and the ability to accurately record the outcome of discussions and meetings for a diverse audience. Flexible approach – demonstrating ability to respond positively to changes in allocation of work at short notice. It is expected that all employees will have a commitment to further training and development commensurate with the grade. A commitment to equal opportunities and anti-discriminatory practice and to work with a diverse customer base. Numerical skills with attention to detail. Good time management and organisational skills with an ability to work under pressure to meet deadlines and on own initiative. Demonstrate good interpersonal skills to advise and mentor other staff within the office on IT related issues. Ability to undertake a number of areas of work to ensure flexibility within the team. 	
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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