

ERP Workstream Lead

Grade 12

About the service

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 councillors, 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

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- 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: Subject matter experts working within the ERP Implementation Team

Key Accountabilities:

1. Responsible for the Finance or HR modules 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 People or Finance 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.

Person Specification

Qualifications/Professional membership

- Degree or equivalent level qualification
- CIPD or CIPFA qualified or equivalent

Knowledge and Experience

- Significant experience of working in a complex Finance or HR environment
- Knowledge of Finance or HR legislation and policies
- Knowledge of Finance and HR & Payroll systems functionality
- Experience of managing and working with third party providers
- Experience of developing and delivering systems re-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

Skills

- Process mapping and process reengineering
- High levels of computer literacy to include Finance and HR 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
- Able to provide effective management and to motivate direct reports and wider colleagues to ensure high performance is achieved at all times.

This post is designated as a Casual Car user

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

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