

ERP Systems Officer (Business Analyst)

Grade 9

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.

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

This key role will support the business readiness activity for the ERP programme through process mapping activity (as is), business requirement identification, future state process mapping, delivery support and quality assuring processes against the identified requirements. The role will also be involved in user acceptance test script writing, technical testing support, change management support and documenting all process activity.

Reporting Relationships

Responsible to: ERP Workstream Lead

Responsible for: N/A

Key Accountabilities:

1. Identify opportunities for process improvements in the new ERP solution, mapping the requirements and supporting the successful implementation delivery of these outcomes.
2. Developing and delivering business processes, and technical specifications that support policies and procedures in line with legislative and service requirements.
3. Providing system advice and guidance to end users across service areas, including investigation, problem resolution and all aspects of training on the ERP system.
4. Communicate, engage and support the change champions, including coordination and chairing at meetings/forums, acting as a central point to identify improvement and resolve ongoing user issues.

5. Coordinate and undertake system design as part of the ERP implementation Programme Team.
6. Manage process delivery timelines, ensuring timely delivery without compromising quality.
7. Leading and providing specialist advice to Subject Matter Experts on ERP functionality and its impact on a diverse range of business management issues across a range of service areas.
8. Maintain documentation procedures to ensure that services are fully understood, and sustainable, ensuring that any changes made through the implementation programme are reflected.
9. Ensure that all those involved in the training of the new ERP solution are set up correctly and that training is coordinated to ensure the programme meets its outcomes.
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

- Educated to degree standard or possess an equivalent qualification or demonstrable relevant experience

Knowledge and Experience

- Experience of delivering change both within a technical framework and at an organisational/ people management level e.g. system/technology experience.
- Experience of working with a variety of agencies/organisations and staff at all levels.
- Experience of working within project management disciplines and utilising their methodologies.
- Evidential experience of developing system, specifications and performance standards.
- Experience of motivating staff to achieve maximum potential.

Skills

- Process mapping and process reengineering
- High levels of computer literacy to include Finance and HR systems usage and basic configuration.
- Effective, communication, negotiation and interpersonal skills with ability to prepare and present clear and concisely to all audiences.
- Ability to analyse complex facts or situations, interpret and translate into practical coherent advice.
- Proactive approach to problem solving.
- Ability to use resources flexibly and creatively.
- Ability to manage own work to meet deadlines.
- Effective IT skills.

This job is designated as a casual car user

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