Job Title ERP Systems Officer (Business Analyst)
Grade 9

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

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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.

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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.

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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.

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 restrictions.

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

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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.

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Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
disability confident EMPLOYER	**Qualifications/Professional membership** • Educated to degree standard or possess an equivalent qualification or demonstrable relevant experience	**A**
disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER	**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.	**A/I** **A/I** **A/I** **A/I** **A/I**
disability confident EMPLOYER	**Skills** • Process mapping and process reengineering	**A/I** **A/I**

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

*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

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