



Job Description

Post Title:	ERP Systems Analyst
Directorate:	Finance & Business Hub
Reports to:	Financial Systems & Analytics Manager
Direct Reports:	0

Role Purpose

Support the implementation and efficient running of the Business World Enterprise Resource Planning (ERP) solution, ensuring smooth system operation and overall system integrity and security. You will work with Finance, HR, wider service teams and Project Support Services team to identify and implement system improvements that enable efficient and effective service delivery. You'll also engage with internal stakeholders to drive the vision. You will ensure staff across the wider business are trained and capable of using our ERP systems effectively and in a consistent manner.

WMCA is committed to building a healthier, happier, better connected and more prosperous West Midlands. This is our vision. Our Values are central to how we work and interact with our wider partners and stakeholders. We encourage our colleagues to

Be **Collaborative**, Be **Innovative**, Be **Driven** and Be **Inclusive**.

Responsibilities

- You will be a key member of the Business World ERP Team identifying and implementing improvements and new functionality.
- Assisting with the installation and configuration of the Business World ERP software as a service (SaaS) system
- Understanding and leading on project activities assigned to you in line with key project milestones and strict deadlines. Attending regular project team meetings and communicating effectively with key stakeholders to provide progress updates & providing assurance that change requests or projects are on track and will be delivered within agreed timescales.
- Researching best practice, and implementing changes where required, to enable the WMCA practices to remain market aligned.

- Documenting end user and system team processes, and creating user guides.
- Co-ordinating monthly user acceptance testing activity for hotfixes and updates and taking remedial action if issues arise.
- Delivering user training.
- Incident resolution – identify causes and finding solutions to system issues

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
A suitable level of experience in similar function or role.	X				
Experience of writing procedural documentation for support/testing and training of applications	X				
Experience of contributing to the leadership of change and supporting others to overcome difficulties	X				
Experience of using and supporting, banking software, servicedeskcall managing and reporting software.		X			
Experience of business process re-engineering & system reconciliation processes		X			
Experience of system design, delivery, testing and training in system changes		X			
Skills/Knowledge/Abilities	E	D	App	Int	Other
Strong level of knowledge of Unit4 Business World (Agresso) is essential	X				
Strong facilitation, analytical and design skills - problem solver	X				
Can prioritise and organise support activities and deliver multiple tasks	X				
Personable, confident with excellent communication skills	X				
Ability to work as part of a team and independently	X				
Knowledge of best practice Finance, Project and Procurement service delivery		X			
Skilled facilitator with systematic approach to process improvement		X			
Qualifications/ Professional Memberships	E	D	App	Int	Other
NVQ level 3		X			

* Application

** Interview

*** Details will be shared at interview stage

Core Expectations

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focused	Works as part of team, managing and leading.
	Service Driven	Customer, resident and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Health and Safety

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

Equality and Diversity

To promote and champion equality and diversity in all aspects of the role

Learning and Development

To participate in and take responsibility of any learning and development required to carry out this role effectively.

Performance Management

To actively engage in the performance management process and take responsibility for managing performance outcomes.

GDPR (General Data Protection Regulation)

To ensure the reasonable and proportionate protection, processing, sharing and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

Other

There may be a requirement to work outside normal office hours on occasion to meet work deadlines, give presentations, attend meetings etc., including a requirement to work

within stakeholder and partner offices within the WMCA Constituent area on a regular basis