



Job Description

Job Title:	ERP Systems Partner
Directorate/Team:	Finance/Financial Management
Location:	16 Summer Lane or other site/location
Responsible to:	ERP Systems & Analytics Manager
Responsible for:	2 Direct reports
Key working relationships: (internal)	Finance, HR, Procurement, Technology and Insight, wider service teams and Project Support Services
Key working relationships: (external)	Specialist ICT consultants, User Groups

Purpose of the Post

To take a leading role in the implementation and efficient running of the Enterprise Resource Planning (ERP) solution and associated systems, ensuring smooth system operation and overall system integrity and security. You will work with Finance, HR, Procurement and wider service teams to identify and implement system improvements that enable efficient and effective service delivery.

You will ensure staff across the wider business are trained and capable of using our ERP systems effectively and in a consistent manner.

Accountabilities

You will be the key contact for a designated area of the business to engage with internal stakeholders to drive improvements and enhance functionality and to create a programme of work to resolve issues and identify solutions incorporating new functionality and best practice.

Responsibilities

Strategic

- You will be a key member of the ERP Team identifying and implementing improvements and new functionality.
- Research best practice, and implementing changes where required, to enable the WMCA practices to remain market aligned and to meet statutory and organisational requirements.
- Work flexibly and with integrity to meet the needs of the WMCA and Finance function.

People

People Management

- Lead and manage ERP team members, helping them to ensure their development needs are met and their potential is realised.
- Liaise with your designated services areas to understand our customer's needs and identify and recommend appropriate solutions.
- Assist in the professional development of other team members, acting as a mentor when required.

Operational

- Design and support with the installation and configuration of the ERP software as a service (SaaS) system
- Lead on the delivery of ERP activities within projects – working with internal officers and external consultants. Ensuring activities are completed 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. - Document end user and system team processes, and creating user guides, and provide training as required. - Take remedial action if issues arise during monthly user acceptance testing activity for hotfixes and updates. - Incident resolution – identify causes and finding solutions to system issues.
Financial
- Ensure projects are managed to budget and within agreed timeframes. - Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
- Undertaking such tasks as may reasonably be expected commensurate with the scope and level of the role. - Represent the WMCA in a professional manner.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of system design, delivery, testing and training in system changes	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 ERP software (preferably Unit4 Business World (Agresso))	X				
Experience of business process re-engineering & system reconciliation processes		X			
Strong level of knowledge of ERP systems	X				
Skills / Knowledge	E	D	A*	I*	T*
Leading and managing a team		x			
Strong facilitation, analytical and design skills - problem solver	X				
Can prioritise and organise 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			
Qualification / Education / Training	E	D	A*	I*	T*
NVQ level 3		X			

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing 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, safety, and wellbeing.

Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	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.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

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 Focussed	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.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☐	No ☒	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
20/03/2026	JEP768	SP39-SP43	