



Job Description

Job Title:	ERP Systems Analyst
Directorate/Team:	Finance/Financial Management
Location:	16 Summer Lane or other site/location
Responsible to:	ERP Systems Partner
Responsible for:	
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

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.

Accountabilities

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.

Responsibilities

Strategic

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

People

People Management

- Deliver user training.

Operational

- Assist with the installation and configuration of the ERP software as a service (SaaS) system
- Understand and lead on project activities assigned to you in line with key project milestones and strict deadlines. Attend regular project team meetings and communicate 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 create user guides.
- Co-ordinate monthly user acceptance testing activity for hotfixes and updates and taking remedial action if issues arise.
- Incident resolution – identify causes and find solutions to system issues

Financial
<ul style="list-style-type: none"> Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
<ul style="list-style-type: none"> 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?		
	E	D	A*	I*	T*
Experience	E	D	A*	I*	T*
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, servicedesk call 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	E	D	A*	I*	T*
Strong level of knowledge of ERP Systems (preferably Unit4 Business World/Agresso)	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			
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 <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family