

<b>Job Title</b>	<b>Head of Enterprise Resource Planning (ERP) and Financial Systems</b>
<b>Grade</b>	<b>SMR C – LBN JE 783</b>
<b>Location</b>	<b>onesource</b>

<b>Accountable to</b>	The post holder will report to the Director of Exchequer and Transactional Services
<b>Responsibility for</b>	<p>Lead and have strategic oversight and direction, implementation, and continuous improvement of the organisation's enterprise resource planning (ERP) and financial systems for both Councils.</p> <p>Lead and ensure the system are state of the art and remains available to enable the running of critical business processes across both Councils.</p> <p>Ensure and monitor key suppliers to meet contractual obligations and commitments in the delivery and support of ERP and financial systems.</p> <p>Lead, devise and create and implement alignment of systems with Corporate and Business strategy and objectives for the efficient operations of the Council.</p> <p>Lead, create and monitor major programmes and projects delivering change for ERP and financial systems to meet the needs of both Councils in a timely manner</p> <p>Lead, ensure and monitor expert applications and system advice, writing long-term business strategy and action plans for ERP and financial system strategies</p> <p>Managing and leading staff. This will include a mixture of directly managed and project (matrix managed staff) at any point in time.</p> <p>Managing a budget of circa £4.7m.</p>
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>As a senior manager the postholder is expected to be a professional lead within their respective area, provide expertise and high quality technology services to senior stakeholders, proactively contribute to the achievement of the departmental vision, and contribute towards an innovative, high performance and continuous improvement culture.</li> <li>The postholder will lead by example, striving to help build a sustainable, highly effective service that delivers exceptional value for its residents through leadership on technology stewardship, insight and innovation.</li> <li>As a member of the departmental management team, the postholder will work with members and senior officers to develop the vision, objectives and values for Newham Council and to be responsible for the delivery of that vision through sound technology management in the Council, particularly through delivery of the corporate plan and supporting the financial and business strategies through the deployment of technology.</li> <li>The post holder's primary activity is to deliver strategic and operational technology services and strategic business advice to the Council by leading and managing a group of technical professional staff.</li> <li>Within the area of financial and Enterprise Resource Systems, the post holder will lead on all advisory on behalf of the Corporate Director of Resources</li> </ul>

	<p>advising stakeholders as appropriate on relevant ERP and financial systems strategy, risks, controls and other technical matters and advising the s151 officer on the development of those policies.</p> <ul style="list-style-type: none"> <li>• The postholder will provide outstanding leadership and direction to the service, driving service transformation and ensuring excellent joint working with Members, senior officers and other stakeholders across the Council.</li> <li>• The postholder must support the council's leadership at all levels and develop a strategic and workable response to the financial challenges the council faces. The post holder will need both technical and managerial skills to operate successfully in this role as well as a very strong customer focus.</li> <li>• The postholder must support the council's leadership at all levels and develop a strategic plan for the development and management of the Council's Financial and ERP systems,</li> </ul>
Specific Responsibilities	<p><b>ERP and Systems Strategy</b></p> <ul style="list-style-type: none"> <li>• Lead the design, delivery, and continual refinement of the ERP and financial systems strategy in alignment with the authority's wider digital and corporate strategies.</li> <li>• Act as the principal advisor on ERP and financial systems, providing strategic insight and recommendations to senior leaders.</li> <li>• Maintain up to date knowledge of emerging technologies and trends, identifying opportunities to improve efficiency, integration, and capability.</li> </ul> <p><b>System Availability, Testing &amp; Release Management</b></p> <ul style="list-style-type: none"> <li>• Ensure maximum system availability through robust change control, release management, regression testing, and failover processes.</li> <li>• Develop and maintain effective testing frameworks that support continuous improvement and minimise system downtime or disruption.</li> <li>• Lead incident and problem management processes in collaboration with ICT and system vendors.</li> </ul> <p><b>System Development &amp; Best Practice Methodologies</b></p> <ul style="list-style-type: none"> <li>• Oversee system development and enhancement using formalised SDLC methodologies, Agile/Waterfall approaches, and industry best practices.</li> <li>• Promote standardisation and configuration over customisation to reduce cost and complexity.</li> <li>• Maintain strong system documentation and governance processes.</li> </ul> <p><b>Business Alignment</b></p> <ul style="list-style-type: none"> <li>• Work closely with Finance, HR, Procurement, and other directorates to understand business needs and translate them into system requirements.</li> <li>• Ensure systems support statutory compliance, financial control, and organisational performance objectives.</li> <li>• Establish effective stakeholder engagement mechanisms to drive continuous improvement and user satisfaction.</li> </ul> <p><b>Programme and Project Management</b></p> <ul style="list-style-type: none"> <li>• Lead complex, multi-year ERP and financial system implementation and upgrade programmes.</li> <li>• Manage project governance, risks, interdependencies, timelines, and resource allocation to deliver within budget and scope.</li> <li>• Ensure business continuity, change readiness, and benefits realisation throughout project lifecycles.</li> </ul> <p><b>Supplier and Contract Management</b></p> <ul style="list-style-type: none"> <li>• Manage contracts, SLAs, and performance for ERP vendors, implementation partners, and system integrators.</li> </ul>

	<ul style="list-style-type: none"> <li>• Drive value from supplier relationships through negotiation, contract compliance, and active performance monitoring.</li> <li>• Lead procurement activities related to ERP platforms, upgrades, or services in accordance with public sector procurement regulations.</li> </ul> <p><b>Budget Management and Forecasting</b></p> <ul style="list-style-type: none"> <li>• Lead financial planning and budgeting for ERP-related systems, projects, and services.</li> <li>• Monitor and forecast costs, ensuring adherence to budget and delivering value for money.</li> <li>• Create business cases for funding showing return on investment for ERP and systems projects and improvements.</li> <li>• Support capital planning and funding bids where appropriate.</li> </ul> <p><b>Financial Control Environment</b></p> <ul style="list-style-type: none"> <li>• Ensure ERP and financial systems support strong financial governance and internal controls.</li> <li>• Collaborate with Internal Audit and Finance to ensure systems comply with accounting standards, audit requirements, and statutory reporting.</li> <li>• Embed appropriate segregation of duties, access control, and transactional integrity.</li> </ul> <p><b>Data, Reporting &amp; Management Information</b></p> <ul style="list-style-type: none"> <li>• Enable the development and delivery of accurate, timely, and insightful reporting, dashboards, and business intelligence tools.</li> <li>• Ensure data governance, quality, and integration across financial and non-financial systems.</li> <li>• Champion self-service reporting capabilities to reduce manual effort and enhance decision-making.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Lead and develop a high-performing ERP systems team with technical, functional, and analytical expertise.</li> <li>• Set clear objectives, provide coaching and professional development, and foster a collaborative and accountable culture.</li> <li>• Promote diversity, inclusion, and wellbeing within the team and across stakeholder engagement.</li> </ul>
General	<ul style="list-style-type: none"> <li>• A commitment to and champion for equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li> <li>• Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.</li> <li>• Comply with Health and Safety Regulations associated with your employment.</li> <li>• Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.</li> <li>• To treat all information acquired through your employment, both formally and informally, in strict confidence.</li> </ul>

<p>Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of and champions a unified public service approach and actively engages stakeholders both within and outside the council</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> </ul>
---------------------------------	---

## Person Specification

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
<b>Professional qualifications/memberships</b>	<ul style="list-style-type: none"> <li>• Full member of CCAB (preferably CIPFA) or CIMA with significant post qualification experience – Essential</li> <li>• Evidence of significant relevant Continuing Professional Development (CPD)</li> </ul>	
<b>Able to demonstrate and evidence a highly developed Competence in:</b>	<ul style="list-style-type: none"> <li>• Strategic and Critical Thinking</li> <li>• Financial Management, Reporting and Analysis</li> <li>• Risk Management and Financial Controls</li> <li>• Delivering Excellent Customer Service</li> <li>• Communicating and Influencing</li> <li>• Political Awareness</li> <li>• Motivating Others</li> <li>• Driving Performance</li> <li>• Developing Talent</li> <li>• Managing Personal and Organisational Change</li> <li>• Project Management and Implementation</li> <li>• Driving innovation, creativity and continuous improvement</li> <li>• Working Together</li> <li>• Delivering at Pace</li> </ul>	
<b>Able to demonstrate and evidence Knowledge and experience in</b>	<ul style="list-style-type: none"> <li>• Strategic management experience, including translating organisational drivers into strategic objectives, longer term plans, new ways of working and specific outcomes, for a service in a large public sector organisation (preferably local government)</li> <li>• Significant relevant experience managing technical and financial accounting issues in relation to public sector funding arrangements</li> <li>• Knowledge of the major issues facing local government, understanding of the national policy context, requirements and future direction for relevant service areas</li> <li>• Proven ability to drive through and deliver effective performance management within own organisation</li> <li>• Experience in persuading a wide range of stakeholders to work together, encouraging an organisational focus on the needs of the community</li> <li>• Excellent interpersonal and communication and presentation skills, with proven ability to communicate effectively to a wide range of audiences both horizontally and vertically, financial</li> </ul>	

	<p>and non-financial, throughout the organisation</p> <ul style="list-style-type: none"> <li>• Evidence of successful resources management in a multi-disciplinary environment, as well as a successful track record in managing large budgets, business planning, quality and performance management including formulating budgets and financial models, resolution of conflicting priorities, applying rigorous planning challenge and appropriate control procedures</li> <li>• Significant experience of leading or delivering a financial strategy service at management level and/or in advising at Committee/Cabinet/Board level</li> <li>• Managing and successfully delivering a number of projects simultaneously, a knowledge of project management and of implementing and operating major changes to service provision;</li> <li>• Experience advising on and preparing business cases for investment decisions including the ability to apply options appraisals and evaluation techniques</li> <li>• Experience of working effectively in an area with competing demands and tight time-scales.</li> <li>• Practical experience of the final accounts process</li> <li>• Able to lead, inspire and motivate a range of employees and generate a positive working environment</li> <li>• Ability to think critically, apply innovative and creative thinking to address complex service challenges</li> <li>• Well-developed IT skills (MS Office suite, financial systems, data visualisation tools (e.g., Power BI, Tableau))</li> <li>• Demonstrate the ability to communicate, both written and oral, complex financial issues to members, non-financial managers, senior officers and external organisations</li> <li>• Ability to clearly communicate with and influence Members, executive directors, other staff members and external stakeholders</li> <li>• Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust</li> </ul>	
<b>Behaviours and personal qualities</b>	<ul style="list-style-type: none"> <li>• Resilience, not easily deterred in the face of challenges</li> <li>• Ability to develop effective relationships with internal and external partners at senior levels, to secure results</li> </ul>	

	<ul style="list-style-type: none"> <li>• Strong interpersonal skills and able to challenge, support, influence and engage senior management and peers.</li> <li>• Identifies opportunities for co-operation and interdependency across groups and delivery units</li> <li>• Committed to corporate and collegiate working across the service</li> <li>• Delivers service objectives with professional excellence, expertise and efficiency, taking account of diverse customer needs</li> <li>• Analyses information objectively, considering the facts and differing perspectives to reach a sound, logical conclusion</li> <li>• Ability to analyse data, identify current and future trends to produce meaningful reports</li> <li>• Ability to interpret reports in order to produce findings and recommendations for actions/areas of improvement</li> <li>• Takes responsibility for delivering timely and quality results with focus and drive</li> <li>• Strong influencing and negotiation tools and techniques to achieve positive contractual outcomes for the Council</li> <li>• Identifies good practice and solutions, and integrates them into service provision</li> <li>• Is aware and challenges, if necessary, organisational cultures that may lead to poor practice</li> <li>• Uses intuition as well as complex analysis to create a new concept or approach</li> <li>• Demonstrates sensitivity in understanding the impact of change on others</li> <li>• Demonstrates integrity and consistency in decision making</li> <li>• Upholds a high standard of fairness and ethics in words and actions</li> <li>• Encourage different views and perspectives</li> <li>• Leads by example and models desired organisational behaviours</li> </ul>	
--	--	--