

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Functional Support Analyst (WEST0802)

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To assist the Enterprise Applications Management team in the provision of a 'Functional Centre of Excellence', by acting as functional specialists in the use of Business systems, consulting and working with other ERP shared service partners and colleagues as appropriate to ensure consistency of practice and quality data, and developing the ERP system and other related business systems to drive out efficiency savings and ensure that statutory requirements are met.

Accountable to:

The role is accountable to the Business Systems Team Leader. The role sits within Digital, Technology and Innovation (DTI), part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1. System Development

Provide support to the Functional Analysts in the development and implementation of proposals for expanding and improving the use of ERP and other related business systems in order to drive out efficiencies and meet changing needs of the shared service partners, as well as ensuring that any changes to legislation are reflected on the systems as appropriate.

Undertake standard development work, such as the creation of basic payroll elements, without supervision and work alongside Functional Analysts in the delivery of more complex or bespoke development items.

2. System Testing

In conjunction with the Functional Analysts, carry out comprehensive testing across the relevant ERP / system modules for all developments, upgrades and patches including preparation and maintenance of test plans and scripts.

3. Advice and Support/Problem Resolution

Provide specialist functional support with queries and issues raised by ERP module / system users and escalated from Business Support. Act as subject matter experts to ERP / system users in order to ensure understanding and to diagnose and resolve queries and issues at the earliest opportunity. Ensure smooth running of functional processes, escalating any issues to Functional Analysts where appropriate.

4. System Maintenance

Maintain the ERP / system modules, including updating and setting up complex data structures within the systems to meet changing business needs. Partnership Working

5. Partnership Working

Work with shared service partners across the ERP and related business systems on projects to develop and improve the systems to ensure project success across all modules and minimise impact of changes to users. Manage new customer on boarding and TUPE processes, escalating development issues to Functional Analysts where required.

6. System Monitoring

Ensure quality assurance processes are followed for the ERP / system modules and where needs are identified, develop new QA processes to ensure data quality and minimise risk.

7. User Training

Maintain user manuals and training materials for ERP / system modules upon direction of Functional Analysts. Deliver and evaluate training across multiple platforms to users when required.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent skills with office applications to produce system documentation and presentations. Proven ability to manipulate data in Excel and to analyse results/output.	Essential	A, I
Excellent interpersonal skills. Able to communicate at all levels including ability to explain and present technical information or solutions in a format and language suitable for the audience. This will include non-technical professional system users and managers.	Essential	A, I
Ability to analyse errors, issues and changes raised in relation to the system and implementing effective solutions to these in a timely manner.	Essential	A, I
Ability to communicate recommended processes to all users to ensure consistency.	Essential	A, I
Ability to analyse data and system performance to spot errors and omissions. Ability to think through possible business scenarios for the implications of a system fix or enhancement.	Essential	A, I
Able to prioritise work in a time pressured environment, managing conflicting requirements and resource constraints across the team and shared service partners more generally, whilst managing expectations openly, fairly and effectively.	Essential	A, I
Proven customer service skills to support users. Understand the needs of customers.	Essential	A, I
Able to work independently and take appropriate actions without needing direction or instruction from others	Essential	A, I
Ability to use a reporting solution to produce ad hoc reports.	Desirable	A, I

Experience of delivering formal training.	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Good understanding of the requirements of the relevant functional area and how they translate into system requirements.	Essential	A, I
Understanding of and interest in how IT applications particularly databases work.	Essential	A, I
Working and functional knowledge and experience of using ERP system(s) to be able to support the needs of the relevant functional team and system end users across shared service partners.	Essential	A, I
Understanding and awareness of the specific requirements of the Public Sector and in particular Local Government in relation to the ERP system, performance, reporting and information requests.	Desirable	A, I
An understanding of the relationship between the data structures and the impact of changes across modules is required.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an IT support environment, working with service management tools and incident management processes.	Essential	A, I
Experience producing technical documentation for user manuals, policies and procedures for the applications and processes.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent, or able to evidence an ability to work at this level.	Essential	A,I,D
Key Skill Level 4: Professional qualification. Professional qualification in relevant functional area, e.g. CIPP, CIPD, AAT, ACCA.	Desirable	A,I,D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week (Full Time)	Primary work base:	Remotely from home / One Angel Square
Job family band:	Professional Support Band 7	Worker type:	Flexible
Salary range:		Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

