

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Functional Analyst

Digital, Technology & Innovation, 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 ERP Management team in the provision of a 'Functional Centre of Excellence', by taking a lead role and acting as system expert in the use of Unit4 Business World ERP. To consult and work with other ERP partners and colleagues as appropriate to ensure consistency of practice and quality data. To develop the ERP system and other related business systems to drive efficiency savings and to ensure that statutory requirements are met.

Accountable to:

Reports to: Functional Development Manager

Responsibilities:

1. Use expert knowledge of ERP Modules to assist the ERP Management team in the development and implementation of proposals for expanding and improving the use of the ERP in order to drive out efficiencies from the system to meet the changing needs of LGSS and partners ensuring that any changes to legislation are reflected on the system as appropriate.
2. Co-ordinate and undertake comprehensive and rigorous testing across all ERP modules for all developments, upgrades and patches including preparation and maintenance of test plans to ensure success of upgrades. This will include some occasional weekend working for which appropriate pay rates will apply.
3. Provide expert support with complex queries and issues raised by ERP users. Act as subject matter expert to ERP users in order to ensure understanding and to diagnose and resolve queries and issues in a timely manner, escalating any issues for resolution to meet tight timescales. To ensure that business processes run efficiently.
4. Collaborative working with LGSS and partners across the ERP and related business systems on projects to develop and improve the system to ensure project success across all modules and to minimise the impact of changes to users, e.g. projects of LGSS partners and internal 'Roadmap' developments such as enhancing self-service, enabling new functionality and improving the automation and efficiency of business processes.
5. Provide advice and training to less experienced team members as required. Take a lead role to ensure development, maintenance and QA work is identified and carried out within appropriate timescales. Deputise for the ERP Management team as required.
6. Identify training needs, design and maintain user manuals, training materials and programmes for ERP modules. Deliver and evaluate training to users when required.
7. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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
Proficient with Office applications to produce system documentation and presentations. Proven ability to manipulate data in excel and to analyse results and output.	Essential	A, T, I, P, D
Effective 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 both non-technical and professional system users and managers.	Essential	A, T, I, P, D
Translate legislation, user requirements, issues or errors raised into technical specifications, incidents or change requests.	Essential	A, T, I, P, D
Ability to analyse errors, issues and changes raised in relation to the system and implement effective solutions to these in a timely manner.	Essential	A, T, I, P, D
Ability to analyse data and system performance to identify errors and omissions.	Essential	A, T, I, P, D
Ability to proactively consider possible business scenarios and the implications of a system fix or enhancement and ensure these are fully documented and tested to be able to identify anomalies and potential issues.	Essential	A, T, I, P, D
Able to prioritise work in a time pressured environment, managing conflicting requirements and resource constraints across the team, LGSS and its partners, whilst managing expectations openly, fairly and effectively.	Essential	A, T, I, P, D
Proven customer service skills to support users. Understand of customer needs.	Essential	A, T, I, P, D
Able to work independently and take appropriate actions without direction or instruction from others.	Essential	A, T, I, P, D
Able to present a reasoned and rational argument, to influence managers and colleagues to consider options and risks.	Essential	A, T, I, P, D
Able to demonstrate understanding of equal opportunities and awareness of the behaviour, physical, social and welfare needs of others	Essential	A, T, I, P, D
Ability to use reporting packages to produce adhoc reports.	Desirable	A, T, I, P, D
Experience of delivering formal training.	Desirable	A, T, I, P, D

Knowledge:	Essential / Desirable	Measured by
Understanding of and interest in how IT applications, particularly databases work	Essential	A, T, I, P, D
Expert knowledge of ERP systems to be able to support the needs of ERP system users across LGSS partners.	Essential	A, T, I, P, D
Ability to continually learn and develop skills to ensure that the system is kept up to date with functional developments and in line with LGSS service and strategic requirements.	Essential	A, T, I, P, D
In depth understanding of the requirements of these functional areas and how they translate into system requirements, best practice and exploiting functionality to best meet service and improvement priorities	Essential	A, T, I, P, D
Understanding and awareness of the specific requirements of the Public Sector and in particular Local Government in relation to the ERP systems, performance, reporting and information requests.	Desirable	A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experience of using reporting tools and knowledge of the inter-relation of data sets when reporting across an integrated ERP system to create and maintain reports which meet service requirements and can be interpreted correctly without compromising the integrity or security of the data.	Essential	A, T, I, P, D
Local Government Experience	Desirable	A, T, I, P, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification – or proven ability to work at this level	Essential	A, T, I, P, D
Key Skill Level 4: Professional qualification. Professional qualification in relevant functional area, e.g. CIPP, CIPD, AAT, ACCA.	Desirable	A, T, I, P, 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	Primary work base:	One Angel Square, Northampton
Job family band:	Professional Support 8	Worker type:	Flexible Part-flexible Fixed Field-based worker
Salary range:		Budget responsibility:	None
People management responsibility:	None		

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.

