Job Description			
Title: **BSC Competency Centre Functional Support Officer**	*Department:* *Environment & Resources*	*Post Ref* *Add Ref*	Nottinghamshire County Council

Job Purpose

To provide on-going technical & functional support, maintenance and development of one or more modules in use within the ERP system (SAP) to ensure the integrity, accuracy and efficiency of the Council's prime source of resource information and provide 2nd line end-user support.

Key Responsibilities

1. Provide functional and technical knowledge to ensure continuous improvement of the system and the service provided to the Authority and end users, liaising with 3rd party organisations as necessary.

2. Identify, investigate, analyse and resolve incidents and defects within assigned area of responsibility, including interfaces, identify root cause and implement suitable corrective actions.

3. Develop and maintain standards for data, configuration and processes and in conjunction with Business Change and Training team make the relevant documentation available and communicated to system users.

4. Gather business needs, provide advice accordingly and agree requirements, translating these requirements into a viable solution proposal, whilst managing expectations.

5. To assist in solution design and creation of functional and technical specifications. Through application of advanced business and solution knowledge configure/develop solutions to fulfil those requests. Build and test solutions to ensure compliance with the specifications and manage safely into production.

6. Support the preparation of and conduct the functional and technical solution reviews with all stakeholders.

7. Represent the BSC Competency Centre team on user groups and stakeholder events as required.

Key Accountabilities

1. Liaison with the business and external partners to ensure the most efficient and effective use of the system is being made.

2. Provide functional and technical expertise within the ERP modules in use to confirm and fulfil business requirements definition, ensuring minimum disruption to service.

3. Define, document and perform configuration changes and identify potential programming modifications necessary to meet the business requirements.

4. Provide guidance and insights about the nature and implementation of the assigned module(s) to the implementation teams, subject matter experts, end users, IT Specialists, Systems Integrator(s) and other internal and external resources.

5. Provide day to day support for the BMS solutions maintaining quality standards.

6. Accountable for the integrity of the ERP environments ensuring they are protected and that the correct software components are released through use of formal procedures and checks.

8. Undertake small projects on various aspects of the implementation of ERP solutions, supervising and coordinating resources as and when required to deliver project objectives on time, cost, quality and to performance criteria.

9. Collaborate with all levels of the organisation on project schedules risks and issues relating to the assigned functional areas

10. Assist BSC management and Senior Practitioner in developing improvement action plans, systems and procedures and deputise as required.

11. Ensure that scheduled system jobs are run successfully and take appropriate action to resolve as required.

12. Monitoring and reviewing system related incidents, problems and change requests and alerting management of any unexpected trends or inconsistency.

13. Support BSC management and Senior Practitioners in future system roll-out, including the support of change management activities.

14. Assist with the assessment of implications, documentation and implementation of new guidance, policies and procedures to comply with Council policies.

15. Work collaboratively with colleagues in the BSC Competency Centre, ICT, and the BSC providing cross functional support to meet the changes in demand and in identifying system and process improvements. Providing an integrated approach across the solutions.

16. Maintain an awareness of the reporting system capabilities (existing and potential) in order to provide integrated support across functional areas.

17. Provide a professional, customer focused, best practice service delivery.

18. Participate in regular team meetings and ensure appropriate team actions are completed and provide status updates as required.

19. Support the successful delivery of the annual ERP patching project for your assigned area of responsibility, in conjunction with the wider BSC Competency Centre team, business and 3rd parties.

20. Functional Support Officers will have specific responsibilities relevant to their specific area of responsibility, such as but not exclusively :

a. Ensuring the BMS HR Portal (Employee Self-Services/Manager Self Service) & GUI for NCC staff is configured, in accordance with NCC policies and business needs and if not, either reconfigure, test and make live the changes as required. b. Ensure BSC procurement processes are carried out in accordance with NCC policy c. Responsibility for the NCC income and banking system (Civica) and its integration with the ERP	

The post holder will perform any duty or task that is appropriate for the role described

---

Person Specification

Education and Knowledge

1. Educated to degree level or holds a professional qualification or experience with evidence of continuous professional development in ERP modules in use.

2. Detailed knowledge of business processes in one or more of the ERP modules in use.

3. Knowledge of SAP ERP implementation ideally with multiple full project lifecycle experience.

4. Knowledge and understanding of ERP integrated systems environment (e.g. SAP) and ability to demonstrate a working knowledge of integrated solutions (e.g. SAP) or similar systems.

5. Knowledge of a project management methodology, ie PRINCE 2 or equivalent, or evidence of relevant continuing professional development.

6. Knowledge and understanding of ITIL processes

7. Knowledge of ERP solutions and Microsoft office products.

Personal skills and general competencies

1. Sets an excellent example of service delivery and customer care.

2. Able to encourage and motivate others to deliver high performance.

3. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness

4. Able to respond positively and constructively to challenging targets for performance and priorities while delivering a high degree of personal effectiveness.

5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards

6. Takes an active role in managing risk, health and safety and safeguarding issues.

7. Strong analytical and problem solving skills. Able to assess complex cross functional requirements and translate these into technical solutions.

8. Ability to organise own work and others to fulfil business requirements,

8. Functional Support Officer's will have specific knowledge in the following areas, such as but not exclusively :

    a. In-depth knowledge of PAYE/National Insurance/ Statutory and Occupational: maternity, sick, paternity, adoption leave.

    b. Comprehensive knowledge and working of National and local conditions of Service, and relevant local government policies.

    c. Awareness of current/proposed development in employment legislation or regulation

    d. Working knowledge and understanding of public sector procurement of goods, service and works, including EU tendering regulations.

    e. Working knowledge of Financial Regulations and the Financial Management Manual and their effect on business processes.

Experience

1. Experience of working in ERP modules in use, with evidence of having advised management in these functional areas, and supporting end users.

2. Relevant experience of developing functional and technical specifications in SAP or equivalent complex systems.

3. Hands on configuration experience developing solutions through to production deployment.

4. Experience of the test planning and performing testing activities (including unit, integration and user acceptance testing).

5. Excellent ICT Skills, including Microsoft Office products.

6. Experience of working on own initiative on projects, meeting targets and deadlines.

7. Experience of ensuring that major corporate projects provide the specified business requirements.

8. Experience of SAP second line support, including identifying incidents/requests/problems through to resolution.

often to challenging timescales, whilst managing customer expectations.

9. Able to engage with key stakeholders, building trustworthy and effective working relationships.

9. Experience of working in SAP service delivery organisation, ideally based on ITIL framework.	
10. Experience of customer focussed service delivery.	

Role Dimensions

1. The post will deliver general support (functional and technical), maintenance, development and guidance for the diverse and complex SAP (ERP) solutions in use across the whole authority. These activities may result in out of hours working (including weekends) often to meet tight timescales.

2. Delivering a high profile service requiring a broad range of technical and business knowledge, understanding of the service needs and key activities of the organisation

3. The post holder will work within a matrix management structure for project delivery and 2nd line support to services across the Authority.

4. *The post has responsibility for development, maintenance and support of the components of the ERP solution providing subject matter expertise across one or more of the ERP modules in use.*