

## Technical Specialist (Tier 4)

<b>Directorate:</b>	<b>Resources</b>
<b>Accountable to:</b>	<b>Service Manager (Transformation)</b>
<b>Accountable for:</b>	<b>Contributory responsibility of £x</b>
<b>Politically restricted post</b>	<b>No</b>

<b>Job Title:</b>	Financial Systems Technical Specialist - fixed term contract for 12 months
<b>Grade:</b>	Grade P

### Context

You will play an active role as part of working with Delivery Leads or Lead Commissioners to deliver our organisational outcomes.

As the technical specialist you will provide a high level of expertise in your professional discipline. You will design and shape solutions to achieve the service delivery plans or commissioning intentions.

You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

### Specific role assignment

<b>Subject Area responsibilities</b>	<p>To provide the expertise, knowledge and resource to support the successful delivery of the Agresso Development Programme (ADP).</p> <p>To be the Service's subject matter expert on the latest developments in the Unit 4 Agresso financial system, providing expert advice to senior management on how to capitalise on available functionality to meet business requirements.</p> <p>To provide day to day direction to other project resources supporting the delivery of the ADP.</p> <p>To support the review of the ADP and contribute to the prioritisation of projects within the programme.</p> <p>To work with the Programme Manager and Finance Project Delivery Lead to develop business cases to provide Programme Board with a mechanism with sufficient information to make an informed decision on where to invest Programme funds.</p>
--------------------------------------	--

## Technical Specialist (Tier 4)

	<p>To review current system set-up, processes and procedures and documentation and report back on potential improvements which be made.</p> <p>To produce project plans to successfully test and implement new functionality, which will seek to deliver the stated goals of the ADP.</p> <p>To successfully deliver a range of projects within the ADP, and support the implementation within the wider organisation and manage any post go-live hyper-care for users.</p> <p>To engage with Unit 4, the wider Unit 4 community, other users of the Unit 4 solution and third parties to identify and report on developments in the system functionality.</p> <p>To contribute to “Lessons Learned” reviews on project and programme completion.</p>
<b>Statutory responsibilities (if applicable)</b>	Not applicable
<b>Specific experience</b>	<p>Substantial experience of administering financial systems, preferably the Unit 4 Business World Agresso solution.</p> <p>Experience of delivering Cloud migration.</p> <p>Experience of successfully delivering projects.</p> <p>Experience of working across services to deliver change.</p> <p>Experience of working as part of a multi-functional team.</p>
<b>Specific qualifications/and registration</b>	CCAB or CIMA Qualified
<b>FTE responsibility (line management)</b>	Not applicable
<b>Key stakeholder relationships</b>	<p>Will need to develop and maintain strong working relationships with:</p> <ul style="list-style-type: none"> <li>• Team Lead Financial Systems</li> <li>• ADP Programme Manager</li> <li>• Finance Projects Delivery Lead</li> <li>• ICT Team Leaders</li> <li>•</li> </ul> <p>Additionally, there will be a need to develop relationships with external partners to include Unit 4 (supplier) and potentially with third party consultants who may be appointed to assist with delivery.</p>

## Technical Specialist (Tier 4)

### Generic capabilities of the role

Generic Capability	Descriptor
Strategic thinking & planning	<ul style="list-style-type: none"><li>• Identification and design of solutions to meet business requirements for the service(s)</li><li>• Contribute to short term (1 year) strategies and plans to meet demand for the service(s)</li><li>• Use of insight, best practice and research to achieve service outcomes</li></ul>

- Contribute to the commissioning intentions, key business measures and plans based on demand for the short term (1 year)
- Contribute to the 1-year delivery plan in conjunction with the delivery teams
- Contribute to the development of policies
- Ensure that insight, best practices, market research and trends are considered in the commissioning intentions.
- Create, identify and respond to opportunities to support the delivery of organisational outcomes.
- Encourage the development of new solutions to meet future organisational needs.
- Understand, articulate and implement best practices related to area of expertise

Generic Capability	Descriptor
Innovation & change	<ul style="list-style-type: none"><li>• Focus on new ideas, improvement and innovation</li><li>• Problem solver</li></ul>

- Undertake periodic review(s) of technical specialism to maintain market awareness, identify areas of improvement, emerging thinking, legislative / regulatory changes
- Support the development of options appraisals to assess the most suitable means of achieving service outcomes.
- Solve complex technical problems effectively and quickly, via insightful diagnosis
- Shape long term solutions to meet service requirements
- Act as an agent and leader of change
- Demonstrate active engagement in improving organisational performance
- Provide expert advice to those engaged in activities where the technical specialism is applicable

## Technical Specialist (Tier 4)

Generic Capability	Descriptor
Influence & relationship management	<ul style="list-style-type: none"><li>• Relationship development and management</li><li>• Influence and shapes the market</li><li>• Thought leader</li><li>• Collaborative working</li></ul>

- Develop and maintain professional networks
- Support the development of key partnerships
- Increase the expertise of others to apply specialist knowledge leading to increased organisational capability.
- Support the shaping and influencing of the market
- Support any required consultation activities

Generic Capability	Descriptor
Finance & commercial	<ul style="list-style-type: none"><li>• Effective budget setting and monitoring</li><li>• Contract negotiation and commercial partnership management</li><li>• Quality monitoring and measurement</li><li>• Oversight of contract set up, establishment and ongoing monitoring</li></ul>

- Manage budgets in line with commissioning outcomes, including commercial and trading targets
- Take action where the performance of providers is unsatisfactory
- Ensure compliance to the specific statutory, compliance, contract, practice and performance frameworks
- Support the Delivery Manager in contract set up, establishment and management
- Manage the decommissioning of contracts where applicable

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

## Technical Specialist (Tier 4)

### Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

### Our Behaviours



do what  
we say



move with  
purpose  
and energy



focus on  
solutions



help people  
and  
communities  
to find their  
own solutions



build strong  
working  
relationships



be the  
best we  
can be

**Strategy...** the direction we will take to  
achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan,  
purchase and monitor our services



**Strategic Commissioning...** the process for  
understanding, planning and delivering services  
to achieve the best outcomes



**Operational Commissioning...** the process for  
meeting need at an individual level or to a  
specific group



**Delivery...** providing services to our  
customers

