

Role Title	Head of Oracle ERP (Product Owner)
Job Family	
Competency Level	Manager
Pay Scale	PO12
Purpose	
To lead, plan, develop and deliver expert Oracle Cloud support within the Council. Manage staff responsible for service delivery / support for the Council's Oracle solution. To ensure the Council maximises efficiencies and outcomes in relation to cost, quality and service. The role will be the face of the solution both internally and to external stakeholders.	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse organisation. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the required quality and that professional and legislative standards are complied with. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. External inspections and audit are managed effectively. Service delivers excellent customer service.
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	Expert opinion, advice, support and interpretation is provided on all aspects of the area of responsibility, including major decisions. Major issues are managed through to a satisfactory conclusion. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.	Services are delivered on time, to budget and standards agreed. Opportunities to improve delivery / capacity of provision are proactively identified and actioned. Suppliers and supply chains are resilient and adaptable to meet changing needs.

	Expected operational efficiencies are realised.
Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider business planning and development. Progress against objectives is effectively monitored and delivered.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including equipment, people, and systems are utilised optimally and efficiently. Annual budget is planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	Safeguarding standards are monitored and maintained in compliance with Council policy. Appropriate safeguarding training is provided.

Implement a risk management programme and advise on issues affecting Council service areas.	Business threatening situations are recognised, planned for and managed or escalated as appropriate. Systems and governance are in place to and respond promptly to critical events. Continuous service is provided.
Ensure the successful implementation of health and safety legislation, policies, and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Job Specific Accountabilities:	
Provide Finance, SCM, HR and Payroll systems application support to ensure rapid solutions are provided to end user problems.	Staff requests are triaged and resolved in a timely manner or escalated as required. System issues are resolved in a timely manner either in house or with support of Managed Partner.
To develop and maintain the general finance SCM, HR and Payroll modules in Oracle Finance, EPM (MyBudget) and HCM including Receivables, Payables, Inventory, Cash Management, Cost Management General Ledger, Self-service Procurement, Procurement, Projects, Fixed Assets, Self-service Expenses, PBCS, HR, and Payroll and the interfaces therein.	Modules are up-to-date and regression testing is completed by relevant service areas within the testing window. System functions as fit-for-purpose and any bugs are fixed in a timely manner. The Council's Oracle Cloud system is maintained to the highest possible standard with maximum levels of attainable productivity and efficiency. Overall responsibility for the co-ordination, progression and delivery of approved change requests, and resolution of defects in a timely manner.
Manage technical aspects of system development and integration, including requests for changes and deviations from specifications.	Change requests are addressed by both internal resources and external suppliers in a timely manner.
Oversee the 4 tiers of Oracle Support from triage to escalation to Oracle, including management of 2 nd Line Support	Individuals and teams are set objectives that they consistently meet or exceed.

	Under-performance is identified and addressed at the earliest opportunity.
Lead in the assurance of technical documentation and solutions in alignment with requirements and strategic objectives.	Technical Design Documents are kept updated with any changes in system functionality.
Coordinating with Oracle Support (via SRs) and 3rd party vendors/partners for complex issues, releases and customisations or enhancements.	Issues are addressed in a timely manner. Environments are available when required.
Liaise with Services throughout the Council, communicating technical concepts and complex issues clearly and accurately, and adapting communication style to suit the recipient.	Non-technical people in the Council understand complex functionality of the system.
Manage and maintain relationship with Oracle and the Council's Managed Support Partner who provides functional support for Oracle Cloud.	A strong relationship is maintained with Oracle's customer support team and the Council's dedicated Customer Support Manager. Communication with Managed Support Partner is regular, and defects/queries are resolved quickly.
Lead on the provision of user training and training material.	System updates and functionality is always understood by the business users.
Lead in all minor and major incident management for all modules.	Defect resolution is managed quickly and efficiently on a pre-determined escalation path.
Lead on Continuous Improvement of Oracle System	Work with Heads of Service, Service Area Subject Matter Experts (SME's), as well as end users to identify, and drive the implementation of system enhancements/improvements which could drive both monetary and non-monetary efficiency savings
To assist in ensuring the security of the Finance, SCM, HR and Payroll systems and associated data.	Data protection protocols are strictly followed.
Responsible for the integrity of the Oracle System	Ensuring relevant controls and governance are in place and followed by the Oracle Support Team, wider Council and third party managed service partner Maintain oversight and providing advice and direction where necessary.
Produce written information of a high quality which clearly sets out key issues, options and actions	Weekly, monthly and/or quarterly reports are completed in accordance with documented governance and policies
Nature of Contacts	

Typically involves Heads of Service, Senior Managers, and Oracle Subject Matter Expert's (SME' across the authority, and external agencies and organisations with extensions to the Council's Oracle solution.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Provide technology advice, guidance, and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Responsible for managing relationships with internal Oracle Subject Matter Expert's (SME's), Oracle and Managed Service Provider.

Responsible for end-to-end stakeholder management from engagement to sign-off and evaluation.

Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Procedural Context

Reports to: Cherrie Regisford – Assistant Director – Digital Delivery

Oversees teams of both internal Oracle Support Team and external consultants/firms, including Oracle and Managed Support Partner.

Responsible for managing the Council's Oracle Cloud solution.

Responsible for ensuring contractors / providers deliver to agreed standards.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems.

Key Facts and Figures

The Oracle Cloud solution is the corporate back-office solution for all staff, circa 3,100 employees.

Resourcing

Budget Responsibilities:

Oracle Cloud support budget will be its own cost centre, it is currently part of G02921

Head of Oracle Cloud ERP (Product Owner) will have responsibility for managing the Oracle BAU budget.

Supervisory Responsibilities:

Oracle Support Team

Knowledge, Skills and Experience

Essential Knowledge

- Good Functional and technical knowledge of Oracle Cloud (SAAS/PAAS)
- Good knowledge of systems analysis and development
- Good knowledge of Oracle architecture, development and tools
- Good knowledge of reporting and data extraction tools e.g. OTBI, BI Publisher, FRS, Smartview, Dashboards, and data upload tools (eg. FBDI, ADFDI, etc.)
- Understanding of business process flows (BPM) and approval management to support the workflow, approvals and notifications in the application.
- Good knowledge of data analysis, data validation and cleansing
- Knowledge of database design and SQL databases
- Knowledge of SFTP protocols and requirements
- Good knowledge of Information governance issues including data protection, GDPR, freedom of information and data security
- A sound understanding of technical IT issues to enable discussions with internal and external technical specialists

Essential Skills

- Ability to design and develop a range of products including processes, procedures, data outputs, reports, test plans and configuration and support guides
- Develops and maintains productive relationships with internal and external customers
- Ability to explain technically complex issues simply and understandably to non-technical people
- Delegate work appropriately and fairly and sets clear direction for others, e.g. staff, project team members, customers, contractors etc.
- Support and motivate others, encouraging them to achieve their goals, in alignment with organisational goals
- Balances risks and benefits of various options and decisions and has the ability to make effective decisions under pressure
- Takes responsibility for the outcomes and impact of their decisions and those they delegate
- Establishes clear actions and timeframes with deadlines and milestones and monitors progress against the plan and acts accordingly
- Ensures the effective and efficient use of time and resources
- Responds constructively to a change in agenda or priorities
- Re-prioritises appropriately when faced with a change in requirements
- Ability to work to tight deadlines and manage conflicting priorities
- Exemplifies Waltham Forest's core values

Essential Experience

- Extensive experience of leading application support for Oracle Cloud
- Experience of managing third party suppliers.
- Experience of release management and environment management

- Extensive experience of analysing user needs and requirements, mapping process and documenting the results
- Experience of supporting application systems and an understanding of their architecture
- Experience of development providing interfaces and reporting tools for packaged solutions;
- Experience in analysing, troubleshooting and fixing issues within agreed SLA/OLAs.
- Experience of testing of application developments – Releases, patches, enhancements, upgrades
- Experience of managing projects and of project management methods and tools (e.g. Agile Methodology, Prince 2 and MS Project)
- Experience of developing team members and managing team and individual performance

Indicative Qualifications

Educated to degree level or equivalent.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.