

Role Title	Oracle Support Specialist
Job Family	
Competency Level	Support Specialist
Pay Range / Scale	PO5
Purpose To work as part of the Oracle Cloud Support Team, to support the business of the Council. This will include: - Contributing to the identification, implementation and ongoing support of the Oracle Cloud system and its underlying infrastructure - Council-wide data analysis and research utilising all modules in the Oracle Cloud system spanning the ERP solution and including Financials, Payroll, Oracle Time & Labour, HCM, Recruitment, Talent, Learn, EPM and Procurement, information services and development activities - Supporting the build, design and testing of new Oracle modules or functionality and reporting requirements whilst ensuring system maintenance and upgrades are carried out in accordance with the council's procedures - Updating and maintaining key master data and hierarchies in Oracle - Working closely with the Oracle Cloud system users to analyse internal processes, provide solutions and the associated documentation. - Provide expert advice and training as required and be adaptable to meet the varying requirements of the Oracle Cloud System, undertaking similar activities in respect of other business service systems and their interdependencies as and when required.	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.

Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion, or escalated if appropriate. Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.

Lead projects or improvement programmes, or contribute to the delivery of larger projects	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	
Monitor and maintain integrations	Monitor integrations for failure notifications, escalating any issues to service area impacted and Managed Service Partner for timely resolution
To support development of existing Oracle Cloud modules as required	Work closely with service areas to ensure modules are being used as efficiently as possible, following Oracle Best Practice, and support implementation and adoption of quarterly patch enhancements which may provide further efficiencies.
To implement and upgrade new Oracle Cloud modules in accordance with agreed project plans.	Work closely with both the service areas and our Managed Service Partner in the implementation of new Oracle modules, following the agreed project plan, and ensuring any admin tasks are completed within the timeframe specified
Work proactively to make a positive contribution to the delivery of the service. This will include working flexibly to support the objectives of the Council	Ensure delivery of service is customer focused Develop and maintain trusted relationships with suppliers, partners, and customers in support of LBWF's business strategies and goals
Collaborate and share knowledge with all colleagues to create and support effective and productive working relationships.	Ensure working instructions are maintained and saved in team shared area, sharing knowledge where necessary to ensure the team has no Single Points of Failure To provide support and cover for colleagues as required
To take ownership of and contribute to the resolution of Oracle Cloud service requests and faults, liaising with third party managed service support partner where required.	Triage all defect tickets, resolving where possible, assigning others to Managed Service Partner, ensuring where possible resolution is achieved within agreed Service Levels Provide technical guidance and process expertise for the Oracle Cloud System
Support the quarterly patch testing cycle, completing any System Administration tests	Ensure release notes have been reviewed, attend service area walkthroughs provided by Managed Service Partner, attend daily check in calls, and support service areas as they create/update relevant test scripts
Support User Acceptance Testing for defect resolution and implementation of change requests	Support relevant service areas with creating test scripts, ensuring that any administration tasks are documented and appropriate test scripts created
Assist in designing, setting and enforcing policies to ensure that the integrity of the Oracle System is maintained.	
Undertake activities to ensure that the Council's record of the staffing establishment and other key master data (including, but not limited to	Maintain Workforce Structures, including the creation of new positions, making inactive those teams and positions which are no longer required.

associated hierarchies, e.g. the Procurement Hierarchy and the Invoice Approval Hierarchy) are up to date and can be used efficiently to manage the Council's resources.	Maintain Chart of Accounts, and relevant approval rules and groups. Utilising exception reports to identify and address issues with master data and master data hierarchies
To proactively maintain and develop their skills and knowledge as required to support the delivery of the Oracle Cloud Support Service	
To contribute to the continuous development, improvement, efficiency and success of the Oracle Cloud System.	Collaborate with the wider Council to drive innovation with our ERP processes and systems Working with services to identify where the Oracle Cloud System can support process improvements and efficiencies.
Undertake any other duties commensurate with the general level of responsibility of this post	

Nature of Contacts

Typically involves Heads of Service, Subject Matter Expert's (SME's) and end users across the authority, and external suppliers.

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

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Operates within established organisational policies, legislative requirements, and regulatory frameworks, applying specialist knowledge of Oracle Systems, procedures, and best practice to deliver effective service outcomes. Works under broad managerial direction with autonomy to prioritise workload, coordinate activities with colleagues, and ensure performance standards are consistently achieved.

Provides technical expertise and guidance to stakeholders, assessing business requirements, identifying potential risks, and assuring the quality, integrity, and effectiveness of Oracle system solutions. Monitors and evaluates service delivery and system performance, ensuring stakeholders are informed of progress, issues, and resolutions, while driving continuous improvement and service excellence.

Supports customers, colleagues, and other stakeholders through the application of specialist system knowledge and established procedures. Accountable for compliance with policy, governance, and regulatory requirements, as well as the secure and appropriate use of information, resources, equipment, and facilities within the scope of responsibility.

Exercises sound judgement, initiative, and creative problem-solving skills to address complex technical and operational issues, balancing stakeholder needs, risk management, and organisational objectives to achieve high-quality outcomes.

Key Facts and Figures

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Knowledge, Skills and Experience

Experience in working with cloud based ERP solutions, preferably Oracle Fusion

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

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