

**JOB DESCRIPTION:****Head of ERP Platforms****Grade:****Grade 8****Responsible to:****Associate Director – Applications, Data and Strategy**

---

**Purpose of the Job:**

The IT Services at the University is pivotal in propelling the institution into the future, facilitating groundbreaking research, enriching teaching and learning experiences, and streamlining administrative functions. The University will soon start a journey towards unified, cloud-based Enterprise Resource Planning (ERP) systems that marks a significant milestone in optimising operations and fostering innovation.

The Head of ERP Platforms in ITS is at the forefront of this transformative journey, championing the migration to a cohesive cloud ERP platform. This role is instrumental in redefining how technology empowers the academic and administrative pillars of the university, ensuring a seamless, secure, and sustainable IT ecosystem. With a strategic focus on the consolidation of disparate software packages into an integrated cloud ERP solution, the role will drive the evolution of the IT operating model to enhance support across all facets of the University.

Responsible for key areas of the University's software portfolio, this position entails the strategic planning, development, and orchestration of IT platforms that align with key business capabilities—including Finance, HR, Estates and Facilities, Research Management, and IT Service Management. This role is committed to elevating user experience, meeting intricate business needs, and fostering an environment of security, reliability, and innovation.

This position will be responsible for:

- **ERP Leadership and Strategy:** Act as the University expert on the transition to unified cloud ERP systems, guiding the strategic consolidation and integration of IT applications and platforms to support core university functions. Lead the development of a roadmap for ERP evolution, ensuring alignment with the University's strategic objectives and business capabilities.
- **Agile and Adaptive Transformation:** Drive the adoption of Agile methodologies and an adaptive IT framework that supports rapid evolution and integration of cloud-based solutions. Build and mentor cross-functional teams to foster collaboration and co-creation of solutions with business stakeholders.
- **Technology Modernisation and Cloud Adoption:** Advise and lead the shift towards cloud-based ERP and SaaS solutions, prioritising scalability, efficiency, and sustainability. Address legacy

technology debt with a strategic focus on improving reliability and reducing costs, while navigating the complexities of digital transformation.

- **Enhanced User Experience:** Elevate the user interfaces and experiences of IT platforms, leveraging stakeholder feedback to ensure inclusivity and accessibility. Emphasize user-centric design and development practices to meet the evolving needs of the University community.
- **Collaboration and Strategic Partnerships:** Strengthen internal and external relationships to foster a shared vision for IT platform evolution. Act as credible partner with vendors and industry experts to anticipate future trends and ensure compliance with regulatory standards, enhancing the University's competitive edge.
- **Proactive Security and Compliance Engineering:** Guide a 'security-first' approach by embedding robust security practices and standards into the early stages of IT development and decision-making processes. Lead the establishment and enforcement of engineering standards that ensure all IT platforms not only meet but exceed security, regulatory, and legal requirements.

#### **Key Responsibilities, Accountabilities or Duties:**

##### **ERP Leadership and Strategy:**

- **Develop ERP Vision and Roadmap:** Craft and communicate a clear vision for the future state of the ERP system, including milestones for integration and optimisation of processes across university functions.
- **Stakeholder Engagement:** Work closely with department heads and key stakeholders to understand their needs and ensure the ERP strategy aligns with academic and administrative objectives.
- **Security-first:** Ensure ERP platforms adopt and leverage security best practices and are secure by design in all stages of development, operation and maintenance.

##### **Division Management:**

- **Oversee ERP platform teams,** including Finance, HR, Estates and Facilities, Research Management, and ServiceNow platform.
- **Manage the overall pay and non-pay budgets** for the ERP teams, ensuring optimal allocation of resources.
- **Reshape and develop the organisation** and our people aligned to the increased adoption of cloud-based services.

##### **Agile Development and Maintenance:**

- **Agile Methodology Implementation:** Foster an agile IT environment by implementing modern Agile methodologies that enhance responsiveness and flexibility in software development and project management.

- **Team Development and Leadership:** Design build, train, and lead cross-functional org structures dedicated to specific ERP management and leverage, promoting a culture of continuous learning and improvement.
- **Performance Metrics:** Establish key performance indicators (KPIs) to measure the effectiveness of agile practices and adapt strategies based on analytical insights and feedback loops.

#### **Technology Modernisation and Innovation:**

- **Cloud Strategy Execution:** Execute a comprehensive cloud migration strategy that includes selecting appropriate cloud models (IaaS, PaaS, SaaS) for different service needs and working with our Technology teams to ensure these are supported by appropriate infrastructure.
- **Legacy System Integration:** Oversee the integration or decommissioning of legacy systems, ensuring that data migration and system interoperability are handled with minimal risk.
- **Sustainability and Efficiency Focus:** Leverage cloud technologies to not only enhance operational efficiency and cost-effectiveness but also contribute to the University's sustainability goals through more energy-efficient computing.

#### **Enhanced User Experience:**

- **User Feedback Systems:** Implement mechanisms for collecting and analyzing user feedback to continuously refine IT services and interfaces.
- **Inclusive Design Principles:** Ensure that all platforms are designed with accessibility and inclusivity at their core, catering to a diverse university community.
- **IT Service Management Excellence:** Ensure teams adopt and adhere to agreed ITSM standards and processes.

#### **Collaboration and Strategic Partnerships:**

- **Internal Collaboration Frameworks:** Establish and maintain strong communication channels across different university departments to foster a collaborative IT development environment.
- **Vendor Management:** Manage relationships with software vendors and service providers to ensure they meet the university's standards for quality, security, and compliance.
- **Strategic Advisory Role:** Act as a strategic advisor to senior management on technological trends and innovations that can provide competitive advantage and alignment with long-term institutional goals.

### **Line management responsibilities, accountabilities and duties**

- Manages, supports and guides the work of groups of staff in line with organisational strategy.
- Allocates responsibilities and assigns packages of work to groups of staff. Ensures that work packages are aligned with the skills and abilities of teams. Supports teams in the delivery of work packages. Delegates work to individuals and teams, taking full account of skills and capabilities.
- Integrates staff into teams to perform packages of work, taking account of individual and team capabilities. Considers the importance of skill mix within teams and is sensitive towards team dynamics.
- Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Collects data on the performance of groups of staff. Gives regular feedback to teams and individuals on performance against agreed work.
- Conducts formal appraisals of the performance of team members. Facilitates a dialogue with team members about expectations, progress, performance, and development needs. Participates, as appropriate, in formal processes such as compensation negotiations, grievance procedures, and disciplinary procedures.
- Facilitates effective working relationships within and between teams of staff to ensure high levels of cross-team collaboration. Motivates groups of staff and teams towards a high level of performance. Engages with and empowers groups of staff.
- Promotes and communicates the IT Services Practice Charter and University values, ensuring that these are embedded within the team and are used to make value-based decisions. Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics.
- Advises individuals on career paths and encourages pro-active development of skills and capabilities. Provides coaching and mentoring to support professional development.
- Manages probationary periods, setting out the requirements of the job, monitoring progress (e.g., regular meetings) and reacting to variances from expectations, organising training and development as required within appropriate timescales.
- Manages teams involved in significant transformation projects and/or during times of change, aligning change programmes with staff skills and capabilities. Supports staff, through difficult and challenging change programmes.

### IT Services responsibilities, accountabilities, and duties

- You will be expected to demonstrate a commitment to the [IT Services Practice Charter](#) and the University's [values](#). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.
- To deputise for senior colleagues as required.
- Be available to provide leadership for priority incidents when the need arises which could be outside of standard hours.

### Person specification

<b>Experience/education/qualification background:</b>	<ul style="list-style-type: none"> <li>Extensive experience in IT leadership, preferably in an academic or large enterprise setting.</li> <li>Proven track record of managing agile product development teams.</li> <li>Proven track record of building ERP support teams to adopt and manage SaaS platforms</li> <li>Strong understanding of cloud technologies, SaaS, and modern IT architectures.</li> <li>Exceptional leadership and team-building abilities.</li> <li>Excellent communication and stakeholder management skills.</li> <li>Strategic thinking with a focus on innovation and problem-solving.</li> <li>Deep understanding of IT service management and user experience design.</li> <li>Knowledge of current trends in IT and higher education</li> </ul> <p>Desirable qualifications: Agile certification; ITIL Certification to an advanced level</p>
---	---

Competency (Professional, technical or behavioural)	Level	Essential	Desirable
<b>Inclusive Leadership:</b> Able to encourage and inspire others to act inclusively, to engage and value the diversity of thought and background	Expected behaviour	X	

within and beyond their teams and practice an inclusive approach.			
<b>Agile:</b> A collection of methods, practises, tools and techniques, underpinned by the Agile Manifesto, that enable teams to deliver high value products and services in small, workable, increments. An Agile culture typically encompasses concepts such as Servant-Leaders; ceremonies, Stand-Ups, Sprints and Retrospectives; and the deployment of tools and techniques such as Backlogs and A/B Testing.	Expert in	X	
<b>Value chain concepts:</b> Identification and representation of the primary and support activities required to deliver a product or service in order to analyse aspects such as inefficiencies and costs.	Expert in	X	
<b>Stakeholder Engagement:</b> Establishing relationships, analysing perspectives and managing stakeholders from a variety of backgrounds and disciplines. Adapting stakeholder engagement style to meet the needs of different audiences. The identification of key business stakeholders and an assessment of their level of power and interests, and their perspectives to inform the way(s) in which they should be considered and managed.	Expert in	X	
<b>Change management tools and techniques:</b> Change management methods, models, tools, assessments, and processes to establish and align the major factors involved in organisational change and communicate the key outcomes required for successful individual change.	Expert in	X	
<b>Budgets:</b> Principles, methods, techniques and tools for the preparation and monitoring of budgets to manage costs and ensure cost-effectiveness and value for money.	Proficient in	X	
<b>Service delivery economics:</b> The economics of service delivery, such as the cost per service line in terms of hardware, software, and manpower used to deliver the service.	Proficient in	X	
<b>Project planning and control techniques:</b> Methods and techniques associated with planning and monitoring progress of projects.	Proficient in	X	
<b>Legal and regulatory environment and compliance:</b> Understanding the legal and regulatory environment within which the	Proficient in	X	

University operates and ensuring that the University complies with legal and regulatory requirements and standards related to information security.			
---	--	--	--