

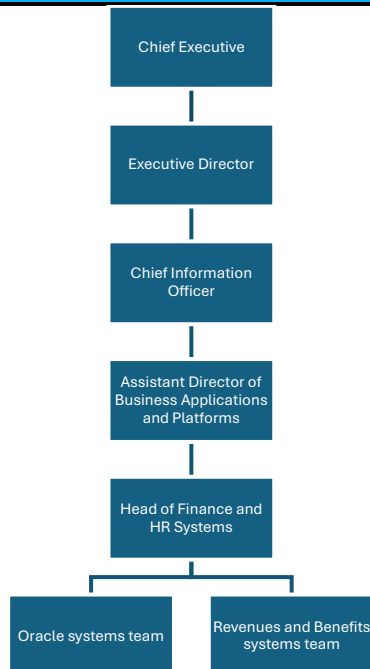
JOB DESCRIPTION

Job title	Head of Finance and HR Systems
Directorate	Chief Executive
Service	ICT
Team	Platforms and Applications Team
Grade	Grade K

DBS Check Required	Standard
Justification for DBS	Choose an item.
Politically Restricted	Choose an item.No

Responsible to:	Assistant Director of Business Applications and Platforms
Employees directly supervised (if applicable):	Oracle systems team Revenues and Benefits Systems team

Organisational structure chart *(job titles only, no employee names)*



JOB PURPOSE:

1. Lead the Council's Finance and HR Systems function, taking overall responsibility for the support, maintenance, optimisation, continuous improvement and embedding of Oracle Fusion as the Council's core platform for HR and Finance, together with the revenues and benefits application and associated peripheral systems.
2. Provide effective and strategic system ownership ensuring secure, reliable, well governed and value for money platform configuration that support effective finance, HR, payroll, procurement, payment and revenues and benefits services across the Council.
3. Work closely with senior business stakeholders, ICT colleagues, suppliers and delivery partners to ensure the platforms are configured, maintained and developed to meet business needs, enable service improvement, manage risk and deliver measurable benefits.

1. DESCRIPTION OF DUTIES:

Key responsibilities

Strategically lead system development

- Lead the strategic direction, governance and roadmap for Oracle Fusion across HR, Finance, payroll, procurement and related modules, ensuring alignment with Council priorities, enterprise architecture, cyber security and information governance requirements.
- Act as the senior system owner for Oracle Fusion, the revenues and benefits application, and associated peripheral systems, ensuring clear accountability for configuration, change control, release management, supplier performance, licensing, data quality and service continuity.
- Develop and maintain a prioritised improvement roadmap that balances statutory requirements, business priorities, platform optimisation, technical debt reduction and value for money.
- Build organisational capability in the configuration and use of Oracle Fusion, ensuring staff development, knowledge transfer, documentation and modern professional standards are embedded.
- Ensure that systems offer trusted single sources of financial and HR data and that this data is able to be leveraged to deliver business insight.
- Foster a culture of collaboration, business partnership and user focused approaches to delivery.
- Manage a small team of up to 25 staff, and associated budgets.
- Champion standardised, well controlled and efficient business processes, working with Finance, HR, Payroll, Procurement and Revenues and Benefits services and with service users to maximise the value of core systems and reduce workarounds and to provide an effective helpdesk and user support.
- Ensure adherence to wider ICT governance, including ensuring alignment of reporting, risk and budget management, change control and ICT standards.
- Be available on an 'on call' basis (no more than 1 week pcm), as part of the ICT leadership response rota in case of emergency ICT support being required out of hours.

Service management

- Lead the Oracle systems team and Revenues and Benefits Systems team, taking responsibility for day-to-day support, configuration, maintenance, release planning, testing, optimisation and lifecycle management.
- Ensure Oracle Fusion, the revenues and benefits application and peripheral applications remain secure, available, resilient, documented and compliant with cyber, data-protection, audit and information-governance standards.
- Take responsibility for ensuring robust disaster recovery, backup and access management arrangements are in place for these critical platforms and that they meet agreed recovery objectives.
- Oversee integrations, reporting, data interfaces and automation across Oracle Fusion, revenues and benefits and related Council systems, ensuring secure and reliable data flows.
- Manage relevant budgets, supplier spend, support contracts and staffing resources, ensuring transparent cost control and value for money.
- Provide clear, authoritative advice to senior officers on system risks, investment priorities and options, service impacts, supplier performance and opportunities for improvement.
- Champion continual improvement, professional practice and knowledge, helping to build organisational maturity, consistency and stronger control across critical business platforms.
- Lead, develop and manage staff and resources within the Finance and HR Systems function, including the Oracle systems team and Revenues and Benefits Systems team, to ensure effective delivery of objectives and sustained organisational capability.

Stakeholder management and partnership working

- Build strong working relationships with Finance, HR, Payroll, Procurement, Revenues and Benefits, ICT, Audit, Information Governance, Cyber Resilience and senior Service colleagues to ensure systems meet business, statutory and control requirements.
- Work collaboratively with Oracle, application suppliers, implementation partners, external auditors and other public-sector bodies as required to resolve issues, share learning and deliver improved outcomes.
- Work with the Head of ICT Service Delivery to embed Information Technology Infrastructure Library (ITIL) aligned incident, problem, change, release and service request management for Oracle Fusion and revenues and benefits systems.
- Work with the ICT Contract and Procurement Manager to manage suppliers, licences, support arrangements and contracts effectively, ensuring compliance, planned renewals and demonstrable value for money.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates Relevant degree (e.g. Computer Science, Information Systems,), professional qualification (e.g. Oracle Certification, accountancy qualification and), or equivalent substantial experience in ICT enterprise resource systems management. Evidence of professional development in Oracle Fusion Cloud or enterprise resource planning systems.

C	Skills, knowledge and experience • Proven track record of leading enterprise application teams responsible for critical HR, Finance, payroll, procurement or revenues and benefits platforms. • Strong knowledge of Oracle Fusion Cloud applications, including HCM, ERP, payroll, procurement, reporting, security roles, integrations, release management and quarterly update processes. • Experience managing business-critical applications, including supplier relationships, statutory change, service continuity and integration with wider systems. • Strong understanding and prior experience of managing technical, operational, financial, cyber and information-governance risks in complex DDaT environments. • Strategic mindset and collaborative approach to delivery, with the ability to translate business priorities into clear and accurately costed system roadmaps and improvement plans. • Influencing skills, including the ability to influence senior officers, service leads, partners, suppliers and governance boards. • Demonstrable success in platform optimisation, application lifecycle management, process improvement, integration and benefits realisation. • Experience leading multidisciplinary teams including application specialists, analysts, functional leads, technical specialists and supplier resources. • Experience driving value from the supply chain and building strategic relationships with Oracle, application vendors, support partners and implementation partners. • Experience of disaster recovery, access management, audit controls and segregation of duties for critical enterprise systems. • Experience working with senior stakeholders, internal audit, external audit, finance, HR, payroll, procurement and cross-organisational governance structures. • Understanding of product management, service management, user-centred design and continuous improvement in an enterprise applications context. • Strong understanding of information governance, cyber security, data-protection, financial controls, HR controls and audit requirements. • Ability to translate complex technical, functional and supplier issues into clear, actionable advice for senior leaders and business stakeholders. • Strong financial management skills, including budget planning, licensing oversight, contract management and cost optimisation. • Strong commitment to equality, diversity, inclusion and accessible service design. • Evidence of continuous professional development in enterprise systems, Oracle Fusion, service management and related understanding of cyber security. • Experience working in, or closely with, local government or another complex public-sector organisation.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

	Our Values & Behaviours
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D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility.

	• We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.