



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**

Standard Template

<b>JOB TITLE:</b>	One Source Support Officer		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Finance
<b>JOB CODE:</b>	RT371OSSOG7		
<b>REPORTS TO:</b>	One Source Support Lead	<b>LOCATION:</b>	Within Walsall Council
<b>SPECIAL CONDITIONS:</b>	<p>The nature of this post is such that there may be a requirement to visit other locations in the course of their duties and therefore a car mileage allowance will be applicable</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p>		

**1. Main purpose of the job role:**

- To support the delivery of a first class, high quality, value for money One Source Support Service, through the effective management and allocation of resources and staff.
- To work to achieve continuous improvement in the One Source systems and maximise the councils return on investment from these systems.
- To deputise, in the absence of or in place of, the Lead One Source Support.
- To take responsibility for strategic decision making within the remit of the post.
- To carry out key functions and manage resources, in relation to these, within the One Source Support Service, as designated by and agreed with the Senior Financial Administration & Support Officer, to meet the needs of the overall service delivery. The Currently identified functions include:
  - One Source Applications Management
  - Provision of audit and compliance reporting
  - Ensure effective systems controls are in place
  - Manage and maintain Core HR structures and restructures including necessary procedures, processes and controls
  - Manage system roles and data security definitions; User security
  - Work with ICT to enable Single Sign On, LBAC and B2B access to the One Source Systems
  - Helpdesk Module Management
  - Administration of Support Partner Support Portal (currently Evosys)
  - The development, deployment, and maintenance of Oracle Transaction Business Intelligence reports
  - Administration and maximisation of the use of the Evosys Value Based Dashboard
  - Manage transaction approval rules including workflows
  - Functional system configuration
- To lead on and take accountability for functional issues relating to the modules and associated systems of One Source, as allocated, ensuring the delivery of outcome driven solutions.
- To act as a point of escalation and functional expert for the modules and associated systems of One Source, as allocated.

- To coordinate and carry out tasks required for the regular upgrades of the Councils One Source systems including impact assessment, functional configuration, testing, training, and communications.
- To work with the Lead One Source Support and other relevant officers to identify, implement and review service developments and improvements, including monitoring efficiency savings and other benefits.
- To support the Lead One Source Support and Senior Financial Administration & Support Officer, on all aspects of service delivery, within the One Source Support Service and wider remit of Financial Administration & Support Services.
- To lead on specific issues to develop the One Source Support Service in line with the agreed Finance Service Plan and the council's Medium-Term Financial Strategy.
- To work always with colleagues in other services to ensure that the needs of the service are met.
- To ensure written procedures for application processes are implemented and monitored.
- To ensure deadlines are effectively managed, prioritised and met.
- To support the One Source Support Lead and where appropriate act as lead officer for relevant internal and external audits, including ensuring compliance with and responding to audit reports.
- To undertake any other duties commensurate with the grade of the post.

## **2. Role specific duties and accountabilities:**

- To lead where appropriate on the on the impact assessment of quarterly system upgrades including identifying and addressing areas of risk / opportunity in complying with legislation, existing business processes and or financial requirements.
- To Lead where appropriate on the creation of solution driven outcomes, taking accountability for problems to point resolution of highly complex systems, their data and legislative, financial and business requirements.
- To lead where appropriate, in the implementation of new ways of working and modernisation of service delivery to ensure that local and corporate targets and standards are met.
- To contribute to service planning and strategic management within the One Source Support and wider Financial Administration & Support service.
- To attend and actively participate in the corporate and service area meetings, steering and working groups within the remit of the One Source Support and wider Financial Administration & Support service.
- To ensure the delivery of high quality One Source Support service functions are maintained during any transformation processes and are regularly reviewed and developed on an ongoing basis.
- To continually review, streamline and improve systems, procedures, processes and methods of service delivery.
- To liaise and work always in conjunction with appropriate council officers to ensure service delivery is maintained.

- To develop, monitor, review and take corrective action against a performance monitoring framework for the One Source Support service.
- To review and realign resources as allocated to deliver a VFM One Source Support service, including the identification and achievement of any savings targets as required.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Good level of interpersonal skills and proven ability to communicate at all levels with both internal and external customers.	A/I	3
Ability to effectively set clear project plans, manage and deliver projects.	A/I	3
Good appreciation of wider local government issues and relevant local and national issues.	A/I	3
Able to show knowledge and understanding of Health and Safety issues.	I	1
Able to show an understanding of the principles of race, gender, disability and equality issues in a practical day to day context.	I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A/I	3
Substantial experience of the support and maintenance of integrated Enterprise Resource Systems (comprising Financial, HR, Payroll and Procurement data) and developing these systems to ensure the authority is able to take advantage of opportunities that these systems offer.	A/I	3
Experience in reviewing ERP systems and processes, identifying and developing improvements and implementing new ways of working including provision of training materials, procedures and communications to all users and stakeholders.	A/I	3

Experience of validating system transactions and dealing with matters relating to non-compliance of processes and procedures	A/I	3
Experience of working within a performance management framework, including meeting performance targets when under pressure.	A/I	2
Experience of effective training and development of staff to meet the needs of the service.	A/I	2
Experience of providing a customer focussed service.	A/I	3
Experience in developing and deploying system management information reports	A/I	3
Understanding the requirements of change management	A/I	2
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
A NVQ Level 4 qualification in a relevant field (ICT/Business Systems/HR/Finance Management) or practical experience, preferably within a Local Government / Public Sector environment and willing to study	A/I	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
<b>Prepared by:</b>	Ian Tuft	<b>Date:</b> June 2021