TEAM BARNET

BARNET
LONDON BOROUGH

Caring for people, our places and the planet

Role Profile

Job Title	**Head of Systems – Finance & HR**
Location:	**Colindale/Hybrid**
Directorate:	**Strategy & Resources**
Service:	**Financial Planning & Accountancy**
Grade:	**7**
Salary Range:	**£89,701 - £100,459**
Reports to:	**Assistant Director of Finance**

1. Job Purpose:

As the Head of Systems – Finance & HR you are expected to be the professional lead within your respective area, provide expertise and high-quality system support services to senior stakeholders, proactively contribute to the achievement of the organisations vision, and contribute towards an innovative, high performance and continuous improvement culture.

The Head of Systems is expected to be the organisation's lead expert on systems used across the Finance & HR, including Oracle Cloud (or any successor system) and effectively manage interfaces between it and other Council operational systems in collaboration with IT colleagues.

This role holder will lead by example, modelling and embedding the council's values and behaviours through working collaboratively with peers, service colleagues, partners and stakeholders. The role holder is expected to make a significant contribution towards building a sustainable, highly effective service that delivers exceptional value for its residents through leadership on Oracle Cloud stewardship, insight and innovation.

2. Key accountabilities:

Strategic Advisory
- Inform a strategic vision for the future development of the service that enables the council to meet its future challenges, fostering a culture of innovation and continuous improvement.
- Contribute towards the development and implementation of the Council's Digital, HCM & Financial strategies, fundamentally ensuring sustainability over the medium term
- Work closely with all stakeholders to ensure best use of limited financial resources, providing the strategic system & data advice, insight, intelligence and support needed
- Continually review, update and report on System risks and opportunities, advising how the risks can be mitigated and the opportunities exploited
- Proactively identify trends and changes in the operating environment (e.g. legislation, technology, policy, etc.) that could financially impact service delivery; provide advice and collaborate on potential solutions

Strategy & Resources Management
- Draw on knowledge of Council services and the related financial, commercial & resource complexities, to ensure the provision of systems and procedures that enable effective budgetary, resource and commercial control
- Promote a culture which empowers services and supports the delivery of value for money services and knowledge of key cost drivers
- Support the development of outcome-based commissioning models to better ensure strong price competition and transfer of risks through contracts with third parties
- Assist the senior manager in managing performance indicators and relationships within service contracts towards continued service improvement, value for money and generating social value
- Prepare and present informative, high-quality reports to senior stakeholders that aid in informed service and corporate decision making
- Advise on investment and funding strategies including investment risk and performance

Systems Management
- To oversee the effective operation of systems including the Oracle Cloud system (or any successor systems), with a particular focus on continuous improvement in relation to finance, HCM & procurement processes, and maximisation of system benefits
- To oversee & govern all changes to systems including the Oracle Cloud system (or any successor systems) and processes, ensuring that the necessary consultation, testing and user acceptance sign off is carried out as required.
- To oversee the management and maintenance of the chart of accounts, scheme of delegation, workforce structures, and business rules in the Oracle Cloud system (or any successor system)
- To ensure that the Council stays abreast of all Oracle Cloud system updates from respective systems suppliers (including hosts, and support vendors).
- To oversee and manage the reconciliation and interface process for all of the Oracle Cloud system.
- To regularly review the effectiveness of all inbound and outbound interfaces of the Oracle Cloud System (or any successor system) and to take a lead role in ensuring that changes to systems outside of Oracle Cloud work well with the Oracle Cloud system (ie line of business application changes/updates).
- To oversee and govern changes to the Oracle Cloud system (or any successor system) chart of accounts, scheme of delegation & workforce structures and regular housekeeping reviews.

Systems Training
- To oversee the preparation and maintenance of system manuals and user guides setting out how the system within the organisation operates, including manual processes and the systems that interface with Oracle Cloud (or any successor system)
- To oversee and lead the training of staff on systems, including new configurations of the existing system, ensuring that correct usage is embedded
- Ensure members of the team, directors and back-office services receive the systems training required to be effective in their roles

Strategy & Resources Transformation
- Service innovation, modernise systems and infrastructure to ensure that it is fit for purpose both now and in the future

Customer Focus
- Act as a key HR and finance systems advisor and service delivery partner, providing strategic support and constructive challenge through negotiation and influencing skills

- Contribute to the delivery of a high performing, customer focused service that is proactive and creative, looking for ways to shape and influence service decisions and taking joint responsibility for the outcomes achieved
- Engage, communicate and influence within the council, across partners and with the wider local and central government community towards a unified public service approach
- Foster the development of social value and community-based organisations to reduce demand and help communities more independently support themselves
- Build and maintain a good working relationship with the Barnet IT service and external system/software suppliers to ensure that the Oracle Cloud system is fully embedded into the overall IT strategy.

Compliance
- To lead and influence Strategy & Resources and wider business in respect of data integrity and data quality, with reference to Oracle Cloud & integrated systems/applications.
- To set the Oracle Cloud standards and guidelines in respect of data quality and integrity and to actively promote it across the business.
- Ensure that all activities within the service comply with the council's constitution, Standing Orders, financial regulations, scheme of delegation, health and safety and safeguarding responsibilities and that effective systems operate within the service to manage performance and risk.
- Contribute towards the closure of accounts, support the external audit opinion and deliver appropriate financial returns.
- Support an effective system of financial & data controls across the organisation with adequate review and coverage within the annual internal audit plan.

Change and Improvement:
- Assist in the development, implementation and review of change management programmes to deliver continuous improvement
- Proactively seek and identify commercial opportunities that generate income and provide innovative solutions to service delivery challenges
- Proactively seek and take responsibility for implementing internal process improvements, demonstrating the business case for change and benefits achieved
- Support opportunities for council-wide transformation and alternative service delivery models
- Proactively seek for opportunities to make incremental enhancements and improvements to current and future Oracle Cloud system, reporting and data analytics capabilities
- Contribute towards a new digital culture within the service by embracing technology in every-day activities and actively seeking digital improvement opportunities in support of a service-wide digital strategy

3. **Financial Responsibilities:**
- Indirect responsibility for managing the Council's gross expenditure of approximately £982m shared with all members of the service
- Support managing the Systems Team Budget of c£2.0m, including hardware, software, and training costs.
- Budget management based on portfolio of projects
- Promote a culture which empowers budget holders and back-office users to support the delivery of value for money services and knowledge of key cost drivers
- Responsible for managing performance indicators and relationships within service contracts towards continued service improvement, value for money and generating social value
- Prepare and present informative, high-quality reports to senior stakeholders that aid in informed service and corporate decision making

- Development of outcome-based commissioning models to better ensure strong price competition and transfer of risks through contracts with third parties principally within the role on new contracts for technology products.

4. Staff Responsibilities

- Management of a team of 7 staff members, with direct line management of 4; 3 x Systems Analysts, 1 x Service Improvement Lead - ensure achievement of team objective and individual objectives
- Provide leadership that encourages staff to recognise their contribution to the strategic objectives the council has set
- Foster a high-performance culture including carrying out internal service reviews to improve value for money and efficiency
- Lead and effectively motivate staff by providing coaching, mentoring, training, professional development opportunities, and appropriate performance management
- Develop credible and responsive supervisors and officers who are respected for their knowledge base, expertise and customer focus
- Deputise for a senior manager as required
- Enable and encourage a flexible working environment

5. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team/board meetings
- Lead by example, monitor and enforce health and safety compliance of managers
- Ensure sufficient resources are allocated to managing risk

6. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

7. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	**Head of Systems – Strategy & Resources**
Location:	**Colindale/Hybrid**
Directorate:	**Strategy & Resources**
Service:	**Financial Planning & Accountancy**
Grade:	**7**
Salary Range:	**£89,701 - £100,459**
Reports to:	**Assistant Director of Finance**

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Member of CCAB, (preferably CIPFA) or equivalent professional experience	Essential	Application
Evidence of significant relevant Continuing Professional Development (CPD)	Essential	Application
ITIL v4 Practitioner (incl Service Management, CSI, Release Management and/or ITIL 4 Strategist: Direct, Plan and Improve DPI	Desirable	Application
Educated to degree level or equivalent in the fields of computer science, data science or equivalent professional experience	Essential	Application
Relevant project/programme management qualification at practitioner/advanced level such as Prince2 or Agile	Essential	Application
Experience & Knowledge		
Knowledge of the major issues facing local government, understanding of the national policy context, requirements and future direction for relevant service areas	Essential	Application/Interview
Experience in persuading stakeholders to work together, encouraging an organisational focus on the needs of the community	Essential	Application/Interview
Strong interpersonal and communication and presentation skills, with proven ability to communicate effectively to a wide range of audiences both horizontally and vertically, technical and non-technical	Essential	Application/Interview
Significant experience of implementing and maintaining a robust ERP system control environment ensuring that all reconciliations and postings are carried out to timetable and an appropriate standard	Essential	Application/Interview
Demonstrable experience in interpreting, structuring and optimising large commercial data sets (both financial	Essential	Application/Interview

and non-financial) to ensure the business able to take advantage of enhancing insight		
Experience with system integration, improvement and modernisation	Essential	Application/Interview
Managing and successfully delivering projects, a knowledge of project management	Essential	Application/Interview
Experience preparing business cases for investment decisions including the ability to apply options appraisals and evaluation techniques	Essential	Application/Interview
Experience of working effectively in an area with competing demands and tight time-scales.	Essential	Application/Interview
Practical experience of the final accounts process	Desirable	Application/Interview
Skill & Ability		
Able to lead, inspire and motivate employees and generate a positive working environment	Essential	Application/Interview
Ability to think critically, apply innovative and creative thinking to address complex service challenges	Essential	Application/Interview
Committed to corporate and collegiate working across the service	Essential	Application/Interview
Expertise in Oracle Cloud or comparable ERP suite	Desirable	Application/Interview
Expertise MS Office suite, financial systems, data visualisation tools (e.g., Power BI)	Essential	Application/Interview
Demonstrable ability to deliver training to staff on Cloud Based ERP suite, in both classroom and "one to one" settings	Essential	Application/Interview
Demonstrable ability to produce clear, concise, user friendly and effective user guides	Essential	Application/Interview
Resilience, not easily deterred in the face of challenges	Essential	Application/Interview
Demonstrate the ability to communicate, both written and oral, complex financial issues to both financial and non-financial managers, senior officers and external organisations	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview

Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview