

JOB DESCRIPTION

Job Title: Senior Application Specialist – Unit4 ERP	Post No:	Hoople Band: Band F
Service: ICT	Section: Business & Corporate Applications Team	Location: Hereford/Remote
<p>Organisational information:</p> <p>Responsible to: Solutions Architect</p> <p>Dimensions: This post has no direct line management responsibilities currently but would be required to in the event of organisational changes. The post will be required to deputise for the Solutions Architect covering short periods (such as annual leave) or for specific activities such as at meetings or projects.</p> <p>Key relationships/Functional links with:</p> <p><i>Internal:</i> All ICT Services colleagues and management Colleagues, users and managers in other directorates, departments and schools Members and non-executive directors</p> <p><i>External:</i> Suppliers and business partners External clients External vendor support teams Relevant national bodies and other application users.</p>		
<p>Main Purpose of Job:</p> <p>To deliver the operation and development of Hoople's ERP application, in line with agreed policies and development roadmaps.</p> <p>To contribute to technical configuration and business process analysis to support Hoople's strategic objectives and transformation goals.</p> <p>To provide technical assistance to users across a range of modules in the following areas Payroll, HR, Finance, Logistics, Fixed Assets or Income Management. Trouble shoot and rectify issues within the Unit4 ERP system when raised by the Business. Proactively assist in developing the system in line with the Roadmap and Annual Development Plan.</p> <p>Able to deliver timely, accurate, and high-quality work in a changing environment. Experience working with cross functional teams. Proven experience of successful incident management and troubleshooting, collaboratively working with IT colleagues, service experts and third-party suppliers. Ability to anticipate areas of difficulty and quickly adapt</p>		

approach to meet the needs of customers. Ability to translate technical jargon into easy to understand and clear terms

Support all elements of the application lifecycle, from implementation to decommission. Provide technical assistance, application support, usage advice and guidance to customers and third parties.

Lead the technical implementation of new functionality releases, including management of supplier resources and outputs. Lead technical workshops (requirements, design, etc.) and reviews with project teams (including with suppliers). Analyse changes, prepare appropriate release change documentation according to approved processes, and ensure that all changes and releases follow the approved processes. Ensure application functionality and system availability meet the requirements whilst ensuring that a high level of customer support is maintained

Main Responsibilities / Accountabilities:

The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation

To provide high quality technical ERP application advice and support to Senior Officers, employees at all levels of the organisation, schools and outsourced service providers with respect to the effective use of the ERP application to support all business processes.

To contribute to business cases and project proposals related to the ERP application, working in collaboration with the Solutions Architect to achieve defined project work packages.

To design, propose and deliver innovative, practical, good practice and efficient solutions to strategic issues and statutory requirements within their area of responsibility.

To deliver development of interfaces between the ERP application and other applications used by our Partners.

To manage, coach and develop team members in effectively administering and developing the application in compliance with Hoople standards, procedures, values and behaviours.

Job Activities:

Frequency

Deputise for the Service Account Manager/Solutions Architect

As Required

Remote management of systems to monitor performance and respond to alerts

Daily

Ensure all organisational policies, relevant to role and team are complied with and procedures implemented.

Daily

Motivate oneself to consistently meet and strive to exceed agreed targets and achieve high levels of customer satisfaction.

Daily

Be proactive by investigating and recommending any process, data or service improvements to all clients and striving to exceed client expectations	Continuously
Be proactive in working with others (e.g. IT staff, team leaders and managers) to improve processes which increase operational efficiency and enhance service effectiveness.	Continuously
Collaborate with application specialists to coordinate and manage workloads effectively	Continuously
Engage with specific projects relevant to role	Continuously
Contribute and lead where applicable to appropriate application user group(s)	As Required
Contribute to the development and maintenance of service continuity plans to define how the service provided by the Business and Corporate Applications Team will be continued in the event of a disaster.	As Required
Represent ICT Services at regional and national user groups	As Required
Provide analysis of data as appropriate to assist in the resolution of issues identified by customers	As Required
Escalate cases and work with third party suppliers to assist in the resolutions of issues, managing their response against Service Level Agreements and quality standards	As Required
Ability to communicate complex ideas and technical issues to a range of different non-technical audiences	As Required
Able to interpret user requirements offering solutions that offer an exceptional user experience and meet business needs	Daily
Able to plan own work and deliver effective, agreed outcomes as per scheduled	Continuously
Ensure appropriate change control processes are in place for upgrades and system changes	Daily
Ensure that a library of test data and application tests are maintained	Continuously
Provide a link between the users of the applications and systems and suppliers explaining business requirements and complex technical concepts	Daily
Maintain knowledge of application roadmaps and to advise managers and	Continuously

customers on future developments with particular reference to any opportunities or issues identified to develop these in line with strategic plans	As Required
Prepare and deliver presentations and demonstrations to show the use of Agreed Application to both internal and external groups	As Required
Attend any relevant courses, seminars and conferences	Continuously
Use and actively promote within your own team, and assist in the development of, any applications required by ICT Services to enable the delivery of services to customers.	As Required
Develop Application screens, forms, templates and reports to meet the changing business needs manage user authorisation rights and privileges in line with corporate policies and standards	Continuously
Ensure the integrity of the application landscape is maintained and that no inappropriate activity occurs in live systems, for example testing	Continuously
To ensure that you carry out all duties whilst observing information security, data protection and network security guidelines reporting any breaches identified breaches discovered to ICT Services managers	
<p>Other information:</p> <p>Understanding of API and integration configurations would be advantageous</p> <ul style="list-style-type: none"> • The post holder will be required to comply with the organisation's policies and procedures. • The organisation has a no smoking policy. Staff are not permitted to smoke on any of the organisation's premises nor in any vehicle used on organisation business. • The post holder is required to work occasional unsocial hours – including evenings and weekends. <p>Other activities commensurate with this Job Description may from time to time be undertaken by the post holder.</p>	

Manager Signature:		Date:	
Manager Name:		Job title:	

Date Job Description last reviewed: October 2025