

## Lead Systems Application Engineer – HCM / Financials / Generalist

Band F, Salary £50,001 - £63,075 (DOE), Swindon / Newport

### What it is like to work in the Enterprise Applications team

The skills we develop, the value we place on each employee with a focus on work-life balance that offers a blend of hours and work patterns, supports Agile-focused delivery streams and hybrid working.

We have top-notch talent that we nurture through training opportunities, product certification, wellbeing coaching, and social networking functions. Teams of c. eight individuals, with a mix of subject matter expertise and a variety of business process and ERP modular experiences, work together across implementation and support lines, whether that is on innovative Cloud or SaaS systems, upgrades to legacy tech stacks, or providing subject matter expertise into discovery programmes.

The potential assignments for our colleagues continue to grow with a strategic eye on future system, corporate and individual development. We never stand still and very much embody the UKSBS 'One Team' ethos.

### Key responsibilities

UKSBS is embarking on a transformational journey to become a multi technology, multi-vendor shared services centre to our growing client base. We are working with several of our current and future clients to deliver a modern SaaS enabled service. As a result, we are looking to expand our team to include some new skills and capabilities to support this growth.

On that basis, this role will see successful applicants:

- Be embedded with the Programme team and SI partner, where these roles provide hands-on oversight, governance, and management of the design, build, test and delivery of HCM **and/or** Financials-related processes, translating 'As-Is' set up into 'To-Be' work stream requirements through the exploitation of deep modular subject matter expertise, business process flows and system enhancements experience. NB: this requirement is for three individuals - one in HCM, one in Financials, and a generalist with cross-modular knowledge.
- Lead system requirements documentation work to analyse process flows and create i.e. Low-Level Logical Design artefacts, Impact Assessments, Privacy Impact Assessments and Data Protection Impact Assessment to support Matrix colleagues.
- Build and maintain effective working relationships with customers and third-party suppliers, interface with key Matrix programme stakeholders to clarify, refine and validate requirements; then track and verify through development into Production.
- Continually improve design, setup, and system test processes to drive quality standards to comply with Programme governance and audit functions, ensuring adherence to documentation storage and retrieval standards re: SharePoint Online.

- Support Matrix work stream leads and provide a pivotal liaison point of reference with internal Customer Services, Training, BCD, and other system end-users (both within UKSBS and Matrix client organisations).
- Work closely with the Capacity Planning Manager and Product Development Leads to understand strategic and resourcing needs pointed at Matrix work streams, ensuring delivery and support tasks are prioritised and completed in line with plans.
- Communicate information at the right level to drive decisions and actions.
- Conduct feasibility studies and participate in/lead workshops for the implementation of new/upgraded products and processes.

## Knowledge, skills, and behaviours

### Essential

- Demonstrable Workday Cloud experience in HR, Payroll, Finance, Workforce Planning, and/or Analytics & Reporting to credibly influence and guide key stakeholders within client groups, the SI, and internal delivery and support teams.
- Able to partner with key internal and external stakeholders and work stream leads to understand strategies, to collaborate with colleagues in the Matrix Programme, and third-party supplier teams to effectively plan, prioritise and schedule work.
- Demonstrable firsthand leadership experience within a complex multi-tiered, multi-client ERP platformed organisation.
- Ability to participate and drive Leadership Group-level meetings to facilitate a greater understanding of design requirements, TOM strategy, and delivery timelines to strengthen organisational effectiveness and capabilities with the Matrix programme.
- Experience of leading a change or support team resources effectively, using training, coaching, and mentoring techniques.
- Has managed, planned, coordinated, and supervised activities related to the planning, scope/definition, design, development, testing, and implementation of on-prem and Cloud or SaaS-based enterprise systems and applications.
- Shows authoritative leadership to ensure project management creates and drives detailed and effective communication and change management plans where system application engineering resources are involved.
- Can review larger solution designs across their technology or application stack to sense check design solutions.
- Strong self-sufficiency and initiative with the ability to multi-task and prioritise.

### Desirable

- Previous Oracle ERP experience (e-Business or Fusion) to support TOM, mapping and data migration activities.
- PL/SQL, JavaScript, BI Publisher, and similar.
- Good understanding of project & delivery methodologies such as Agile, ITIL as well as capacity planning concepts.
- Extended knowledge of integration components such as PenServer, HMRC.

## Opportunities to develop.

We value our employees and recognise the importance of ongoing professional development in enabling people to fulfil their ambitions. Whether you are starting out in your

career or looking to build on existing experience, we can provide you with opportunities to work towards your goals.

Whether you are starting out in your career as an apprentice, or a junior member of the team, or looking to build on existing experience, we can provide you with on-the-job training, coaching, and professional qualifications in your chosen field, to allow you to work towards a more senior role here within Enterprise Applications or within another part of Digital & Information.

At any level, we offer the opportunity to widen your skills and experience by applying for other roles within the wider UKSBS organisation.

Our in-house expertise is vast, whether you are interested in learning more about a particular type of software, you need to work on your presentation skills, or you want to develop your ability to influence and negotiate skills, we will support you.

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We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, act and add value.

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