

Job Title: ERP Finance Trainer	
Job Evaluation Number	C226

JOB DESCRIPTION

Job Title: ERP Finance Trainer	Location: Please see job advert
Job Family: Business Support	Role Profile Title: BB4 Police Staff
Reports To: ERP Training Lead	Band level: 4J
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists

The overall purpose of the role is to: maintain and deliver a comprehensive and detailed training programme across three forces to cover all aspects of the finance functions. This role will need to have technical ICT skills and an understanding of large ERP/Finance systems (preferably D365O), together with a good financial background and technical accounting knowledge, as well as being able to deliver a comprehensive training programme to a wide variety of staff at all levels in the three organisations.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspects of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Build a delivery package for ERP finance training across three Forces by learning and understanding the new business processes and ERP application (D365O).
2. Learn and deliver comprehensive training scenarios and packages, utilising real data from all three forces to make the training relevant to the users in their respective forces.
3. Deliver a comprehensive training package across the three forces ensuring valid, reliable and consistent assessment standards are used when undertaking tutorials or conducting tests/exams (if appropriate).
4. Understand and deliver training for the various reporting streams within the finance modules, utilising the various reporting tools of PowerBI, Financial Reporter and Embedded PowerBI.
5. Provide direction/support as a Force expert in relevant curriculum areas to course participants. Work with the business to identify business change scenarios during and after go-live and deliver supportive training for these changes as they are identified.
6. Provide on-going support across the 3 forces during go-live and help deal with technical and delivery issues with the relevant staff involved.
7. Develop and create a comprehensive post go-live support triage and remedial training to deal with user identified gaps and training requirements, to include regularly updated FAQ's and user workshops.
8. Ensure that the training packages are adaptable and able to be used in the future forward marketing of the product to the wider policing market nationally.
9. Promote equality & fairness and be able to challenge inappropriate behaviour.

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c. **DIMENSIONS:** Include matters such as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:
Working across three force areas with local delivery demands in all of the forces.
Working with staggered go-live dates across a 6 month period and staggered training delivery over the three forces.
Ability to manage differing cultures across the three forces when delivering the training, to be mindful that each force can operate in slightly different ways and necessitating tailored training to the environments.
Need to be able to deliver training and support to staff members at all levels from Chief Finance Officers to Finance Admin staff, ensuring all needs are met from the training.
Deliver training to several hundred staff members over the three forces during a short timeframe, ensuring that any gaps in training are picked up and reviewed in a timely manner.
Manage users with varying exposure and knowledge of the new ERP system, ensuring that all participants are appropriately trained to a consistent level.
Ability to make plan and build delivery sessions using previous knowledge with minimal management supervision and direction.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Formal Accountancy training to at least AAT qualified level or equivalent.	E
2. Formal Training Qualification – to level 3 qualification or a willingness to work towards.	E
3. Significant and proven working knowledge of the business processes associated with the use of ERP or large Finance Systems, and integrated system wide reporting tools.	E
4. Excellent time management to plan and manage workload with relevant experience of working to deadlines; a self-motivated individual with the ability to work on own initiative, often without direct supervision, or as part of a team when required	E
5. High level of experience in data management and it integration with large IT systems, in order to deliver tailored and relevant training to individuals.	E
6. Excellent written and verbal communication (technical/non-technical), negotiating, presentation, facilitation and coaching/training skills including the ability to interface at all levels within the organisation as well external parties	E
7. Proven team working, very approachable, with good interpersonal skills and the ability to delegate, coach, mentor and motivate staff	E
8. A flexible approach to working hours and the ability to travel to different locations within the tri-force areas of Surrey, Sussex and Thames Valley is required to enable effective contact with staff and external partners who may work at different locations within the forces. (Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential*).	E

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9. Understanding of Data Protection, Information Security Legislation and Information Assurance and how it applies to the deployment of training.	E
10. Existing working knowledge of Microsoft D365O or Microsoft AX 2012	D
11. Knowledge of system wide reporting tools, especially PowerBI and Financial Reporter	D
12. Understanding of Public Sector organisations, preferably the Policing sector	D