# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Oracle Business Partner

# Department: Business Services Department

# Grade: [Single Status 12](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Oracle Business Support Team Manager

# Purpose of the Role:

The Business Services department covers the professional support services that enable all East Sussex County Council’s services to plan, manage and deliver their services to residents.

This role will have a senior role in Oracle functional support activities. It is responsible for maintaining and optimising system and test and implementation activities to support the operation of Oracle Fusion within the Council.

# Key tasks:

1. Provide Subject Matter Expertise (SME) to support and develop the Oracle system, subsequent business processes, organisational and training requirements.
2. Be proactive in establishing and maintaining a close working relationship with key stakeholders and appropriate teams/third parties to support and optimise system and organisation capability.
3. Contribute to facilitating a coherent and transparent approach to the operational delivery and development of the Oracle Cloud system and core functional processes that use the platform.
4. Support the delivery and development of the future platform roadmap in collaboration with technical (IT&D) and functional (Finance and Human Resources) leads.
5. Responsible for maintaining the non-technology aspects of a specific Oracle Cloud System module, with specific emphasis on ensuring that the data and procedural elements of the system administration are kept up to date and is resilient.
6. Provide ongoing configuration and maintenance of the core systems of record namely the operations management and associated approvals process flows.
7. Working with the technical leads to assure the quarterly patch release management, testing, environment management (production, test, development, and project environments) and change Management.
8. Progress changes and enhancements following change management principles through the development cycle, including execution and documentation of testing, documentation of procedures and testing.
9. Oversee and undertake problem and incident management processes for functional support identify trends and where appropriate, take corrective action to improve performance.
10. Provide co-ordination of defect management including triaging, defect resolution, SLA (service level agreement) monitoring and reporting, liaising with technical (IT&D) and functional (Finance and HR) leads to deliver an end-to-end visibility and coherence of incident and defect management.
11. Assist with the operation of the team, providing mentoring, coaching and training of colleagues in order to support learning and development objectives.
12. Developing and maintaining training materials and providing “train the trainer” training to process owners in the various applications that comprise the Oracle system.
13. Accountable for the delivery of applications training courses through a variety of methods such as classroom presentation or virtual training.
14. Ensure all documentation is kept up to date and publish these to the intranet and other relevant knowledge bases to support end users

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce your work’s environmental impact.
* Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
* Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

# PERSON SPECIFICATION

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Understanding of core business systems, specifically the Oracle Cloud System or equivalent and other relevant systems, and knowledge of associated operational functions such as payroll and AP/AR.
2. Ability to promote positive customer service behaviours and a culture that puts customer needs first.
3. Ability to communicate effectively, using a range of channels, with a range of people in a clear, concise and accurate manner, changing messages to suit different audiences, including the ability to explain technical concepts to senior management, and business concepts to technical teams.
4. Organisational and prioritisation skills with the ability to work effectively under pressure, prioritise high volume workloads and have excellent planning and organisational skills.
5. Experience arranging end user training and developing service improvement plans.
6. Experience of working within large, cross-functional teams, influencing senior-level management and key stakeholders effectively across the organisation and within complex contexts.
7. Understanding of a core business process such as Accounts Payable (AP), Accounts Receivable (AR), Human Resources (HR), Finance, Payroll, principles and practices.
8. Ability to think critically, understand problems and develop effective solutions to improve system processes and systems.
9. Ability to work collaboratively as a member of a team and be able to develop professional relationships across teams and services to achieve shared aims.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. Experience of an E2E (end to end) Oracle Cloud Programme.
2. Relevant professional qualification.
3. Experience of providing ERP system functional support.
4. Experience with ERP project delivery and ownership.
5. Experience and functional knowledge of back-office systems including HR/Payroll and Finance and their associated procedures and processes.
6. SME (Subject Matter Expert) skills in a particular business function such as AP, AR, Finance, HR, Recruitment etc.

**Document version control:**

Date created/amended: December 2024

Name of person created/amended document: SM

Job Evaluation Reference: 14341

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | Yes |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |