Job Description – Head of ERP Products

About the Role
The Head of ERP Products will be responsible for leading the support, maintenance and development (in conjunction with the business) of our ERP product set providing Finance, Human Resources and Student Lifecycle capabilities to the University.

The Head of ERP Products will lead a multi-disciplinary team of IT professionals working in conjunction with our technical partners to support SAP and other applications.

Key Responsibilities
Establish the optimal structure of the group, including team structures, leadership and recruitment/development, to ensure successful delivery of the SAP product suite.

Define the delivery approach, including people, processes and technology, creating a culture of continuous improvement and delivery.

Lead the support, maintenance and development ERP product portfolio, ensuring that appropriate governance and controls are in place to ensure successful delivery in line with stakeholder expectations.

Work with senior business process owners and IT leads to plan and prioritise the implementation of activities and deliverables, delivering to agreed timescales.

Responsible for the production of key performance indicators across the end-to-end product portfolio, in order to inform and guide performance improvement activity across the group.

Lead, manage, and motivate the multi-disciplinary teams involved with the delivery of the ERP product set, including overseeing the management of virtual teams not based on site and in different time zones.

Responsible for ensuring that the team adhere to wider University and IT governance, service management and supplier management processes.

Skills and Experience
Substantial experience leading a team to support, maintain and development IT products to deliver an effective service, ideally including experience of SAP products

Proven experience of developing and maintaining effective relationships with customers, business partners and suppliers based on collaboration and trust
Extensive experience of managing, motivating and developing team members and creating a positive culture that embraces change

Proven ability to understand business drivers, challenges and outcomes, with the technical understanding to deliver business requirements through technology

Experience of initiating and managing projects and work packages within governance processes and using risk management to effectively identify and assess threats

Proven negotiation experience that demonstrates the ability to listen, understand and positively influence both internal and external stakeholders to reach the right outcomes for the University

A critical thinker with the ability to assimilate and process information rapidly, act decisively, and take charge in pressurised situations

A capable communicator who can convey a clear and appropriate message to a wide range of stakeholders even when the subject matter is complex or technical in nature