

Position overview

Position title	ERP Systems lead
Business unit	Corporate Strategy and Performance
Remuneration type	Total Rewards
Reports to	Information Systems Manager
Direct reports (role)	Senior ERP Business Systems Advisor, ERP Systems Support Advisor
Locations(s) (Unitywater operates on Kabi Kabi, Jinibara and Turrbal country)	Flexible
Success profile	3.3 Technical Operations Role Success Profile
Delegation level	N/A

Position purpose

The position operates within Technology and Digital Solutions and is responsible for Managing the operation, maintenance, ongoing improvement, implementation of and strategic planning for Unitywater's Enterprise resource planning (ERP) Systems.

The position is responsible for leading daily system operations to enable business requirements to be delivered, whilst driving continuous improvements and optimisation of ERP systems.

The role provides leadership, day to day management of operations and support for team members, delivers continuous improvements, provides career development guidance to team members and is responsible for the overall outcomes and performance of the team.

Position accountabilities

Key functions of the role include:

- Lead and manage the team to provide technical and functional support, maintenance, and optimisation of the ERP system components to deliver business priorities and outcomes.
- Lead and manage the future planning for the ERP system improvements in collaboration with business stakeholders across HR and Payroll, Finance, Procurement, and technology leaders, influencing decision-making.
- Be the point of contact for business and technology teams and manage the resolution of incidents aligned to process and escalation requirements.
- Lead the planning and delivery of future strategic direction of ERP system improvement initiatives to maintain a strong and robust ERP environment.
- Manage the relationship with ERP System technology vendor partners and ensure optimal services are provided for the resolution of incidents and ongoing support/optimisation requirements.

- Maintain and provide expert knowledge of ERP related business processes (e.g. Finance, HR and Procurement) and supporting technology system components to deliver improved outcomes from both a business and technology perspective.
- Ensure that Unitywater's financial, HR and Procurement applications are secure and resilient by ensuring appropriate security policies are maintained, regular access reviews are conducted, and continuity of the system components and performance is maintained.
- Manage and lead Unitywater's ERP System components including:
 - Ensuring that the systems reflect Unitywater compliance and best practice requirements.
 - Regularly review the systems to ensure they are efficient, effective, and economical in meeting business requirements.
 - Lead the team in providing support services to ERP System users in an appropriate manner that avoids duplication of effort.
 - Manage the implementation of agreed management actions relating to both Internal and External audit issues affecting systems, ensuring they are addressed within the specified time periods.
 - Acquire and maintain high level understanding of the functionality of all ERP systems.
- Provide leadership to the ERP Systems team through coaching, mentoring, training, support and performance management.
- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key relationships

Key working relationships internal and external to Unitywater are:

- Information Systems Team
- Executive and Branch Leadership Team
- Technology and Digital Solutions Leadership Team
- Vendors
- ERP Systems User Group team members

Capability requirements

The requirements for the position are:

- Relevant Tertiary qualifications in IT, management or a business-related discipline.
- Strong leadership skills, with experience in managing a team within a challenging technology environment.
- Proven experience across HR, finance and procurement processes and services.

- Proven expertise in technology service availability, performance and capacity, along with information security.
- Knowledge of Technology One or similar financial accounting system products.
- Customer focus - able to collaborate with internal clients (up to Exec level) in a positive manner and able to influence the voice of the customer across the business.
- Ability to translate a customer experience need into system design and business requirements.
- Strong influencing and negotiation skills, with the ability to explore alternatives to reach outcomes that are supported and accepted by various parties.
- Strong relationship and contract management skills including the ability to consult with vendors, manage service provider performance and drive contract efficiencies and improvements, whilst maintaining delivery of day-to-day operational requirements.
- Highly developed communication and interpersonal skills including the proven ability to effectively communicate and influence decisions with all levels of internal and external customers.
- Excellent decision making and analytical skills with the capacity to develop strategies, policies, plans, systems and projects to achieve organisational objectives.
- Well-developed time management skills with the ability to work under pressure to prioritise expectations and manage competing deadlines whilst maintaining a high level of attention to detail.
- C Class Driver's Licence.

One Unitywater Behaviours

The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

Create the Future is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

Care Together is about fostering a culture of safety, collaboration, and customer-focused service. It's about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

Own It is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It's about demonstrating integrity, welcoming feedback and ensuring we follow through on commitments.