



JOB DESCRIPTION

Job Title	Senior ERP Product Owner	Department	IT / Digital & Technology
Reporting To	Head of Business Systems	Location	Borehamwood / Remote

Line Manager and Budgetary Responsibilities

Direct reports: None
 Indirect reports: None
 Budget managed: None

Key working relationships

Internal: Other line managers within the Business Systems team, other IT key stakeholders, business stakeholders across Finance, HR & Payroll
 External: Unit 4 and any other relevant supplier relationship

Job Purpose

This is an important role within the Elysium Digital & Technology team that will work with Finance, HR, Payroll and operational stakeholders to improve business processes and maximise value from the Unit4 ERP platform.

The role will act as the senior functional lead for Unit4, helping to shape and manage the ERP improvement backlog, support business process improvements, translate requirements into practical solutions and coordinate delivery of agreed enhancements.

Working within the Business Systems service-led operating model, the post-holder will work closely with business stakeholders, support teams and delivery partners to improve adoption, strengthen internal capability and ensure Unit4 continues to meet business needs. Overall ERP service accountability, strategy, architecture and supplier commercial management remain with the Head of Business Systems.

Key Responsibilities

- Stakeholder engagement and business requirements.
- ERP roadmap, backlog and continuous improvement.
- Solution design, configuration and reporting.
- Testing, deployment and release management.
- Service support, supplier and partner collaboration.
- Training, knowledge transfer and professional development.

Key Accountabilities

- **Stakeholder engagement and business requirements** – Work collaboratively with Finance, HR, Payroll and operational teams to understand business needs, challenges and improvement opportunities. Facilitate workshops, document current and future-state processes, and translate agreed requirements into clear functional requirements, delivery options and acceptance criteria for technical and non-technical audiences.



- **ERP roadmap, backlog and continuous improvement** – Maintain the ERP improvement backlog and support development of the roadmap with business stakeholders and the Head of Business Systems. Ensure priorities are supported by clear evidence, expected benefits, dependencies and business requirements, and identify opportunities for automation, standardisation, simplification, improved reporting and a better user experience.
- **Solution design, configuration and reporting** – Develop and recommend efficient business processes supported through Unit4, translating requirements into practical solutions, configuration requirements and delivery plans. Configure and maintain solutions, reports, dashboards and system functionality in line with agreed controls and standards, ensuring data quality, migration, access, integration, reporting and ongoing support requirements are properly considered. Maintain accurate process maps, solution documentation, configuration records and user guidance.
- **Testing, deployment and release management** – Create prototypes, mock-ups, test scenarios and acceptance criteria; coordinate system and user acceptance testing; and ensure defects are recorded and progressed. Support ERP deployments, go-live and post-implementation activity, and assess and test Unit4 product releases and new functionality to support successful implementation and adoption.
- **Service support, supplier and partner collaboration** – Work collaboratively with internal teams, Unit4 and third-party delivery partners on ERP enhancements and improvements. Provide functional guidance on complex ERP issues alongside Application Support and suppliers, review supplier-proposed solutions, provide appropriate challenge and feedback, and escalate significant risks, issues and decisions to the Head of Business Systems. Maintain effective documentation, knowledge and operating procedures to support business-as-usual service.
- **Training, knowledge transfer and professional development** – Provide training, coaching and knowledge transfer to colleagues and business users, building internal ERP capability and reducing avoidable reliance on external consultancy. Represent Elysium at relevant Unit4 community groups, customer forums and networking events, and maintain current knowledge of Unit4, ERP functionality and good practice through training, professional networks and self-learning.

Health, Safety and Security

Maintaining and promoting the health, safety and security of everyone in the organisation, or anyone who comes into contact with it, either directly or through the actions of the organisation.

- Follow organisational policies, procedures and risk assessments to keep self and others safe at work.
- Help keep a healthy, safe and secure workplace for everyone.
- Work in a way that reduces risks to health, safety and security.
- Know what to do in an emergency at work, knows how to get help and acts immediately to get help.
- Reports any issues at work that may put self or others at a health, safety or security risk.

Safeguarding Including Prevent

All employees have a responsibility for the safeguarding of patients and service users within Elysium Healthcare. Employees have a duty to attend the training provided by Elysium Healthcare regarding Safeguarding Adults, Safeguarding Children and Prevent. Employees must make themselves familiar with the types of abuse, the signs that abuse has taken place and the definition of a vulnerable adult. Employees will report all safeguarding incidents to their line manager and use the IRIS document to record all the required detailed information.

It is the responsibility of every person to:

- Take appropriate action where concerns are identified
- Act in a way that safeguards the wellbeing and interests of all service users, employees and visitors.



- Ensuring the confidentiality, security and accuracy of data, information and compliance with regulatory guidelines and statutory requirements.
- Support the delivery of evidence-based service user care and treatment. Ensuring that any relevant training is undertaken, and supervision is used appropriately.

Prevent is about supporting and protecting those people that might be susceptible to radicalisation, ensuring that individuals and communities have the resilience to resist violent extremism. Prevent aims to reduce the number of people becoming or supporting violent extremists and is part of the UK's counter-terrorism strategy. It is the responsibility of all staff to be aware of the risks of radicalisation, and to respond appropriately by reporting to their line manager if they have any concerns.

Diversity, Equality & Inclusion

It is the responsibility of every person to act in ways that support diversity, equality and Inclusion.

Diversity, equality and Inclusion are related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees and people in other organisations.

- Acts in accordance with legislation, policies, procedures and good practice.
- Treats everyone with dignity and respect.
- Allows others to express their views even when different from one's own.
- Does not discriminate or offer a poor service because of others' differences or different viewpoints.

Our Values

It is the responsibility of every person to act in ways that support Elysium Healthcare's KITE values:

Kindness - Always act with kindness and empathy towards service users, staff, external professionals and visitors.

Integrity - Be open and honest, maintaining your integrity and supporting others to maintain theirs at all times.

Teamwork - Work harmoniously with your colleagues, support each other and encourage effective teamwork.

Excellence - Strive for and promote excellence in everything you do, with improving the service user experience at every opportunity.



Person Specification

All criteria are essential unless indicated as desirable (D).

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Please note: Applicants must demonstrate, in their application form, that they currently use the skills outlined below or have used them previously in employment, education, training, volunteering etc.

Knowledge and Skills

- Strong understanding of ERP concepts, workflows, reporting, data structures and integrations.
- Strong business process analysis, improvement and optimisation skills.
- Ability to gather, document and translate business requirements into practical system solutions.
- Strong stakeholder engagement, workshop facilitation and communication skills.
- Ability to clearly present and document processes, requirements, options and solutions to audiences at all levels.
- Strong analytical and problem-solving skills, with sound judgement and attention to detail.
- Knowledge of Unit4 Finance, HR and/or Payroll modules. (D)



- Knowledge of Unit4 architecture and configuration, including Attributes, Relations, Account Rules and Flexi-Fields. (D)
- Knowledge of Workspaces, workflow, distribution rules, user administration and access management. (D)
- Knowledge of Unit4 reporting tools, including Info Browsers, Desktop Browsers, IntellAgents, Scheduled Reports, Excelerator, Report Engine and Xtra Reports. (D)
- Knowledge of SQL reporting, database views, user-defined tables and management information tools. (D)
- Knowledge of Unit4 loaders, Extension Kit and App Studio. (D)
- Knowledge of continuous improvement methods. (D)

Experience

- Significant experience working with Unit4 ERP in a functional, consultancy, business analysis, configuration or product ownership capacity.
- Practical experience configuring and supporting ERP solutions.
- Experience of business process analysis, improvement and optimisation.
- Experience gathering and translating business requirements into system solutions.
- Experience supporting ERP projects and business change through requirements, design, testing, deployment and transition into support.
- Experience coordinating system testing and user acceptance testing activities.
- Experience working with Unit4 Finance, HR and/or Payroll modules. (D)
- Experience configuring and working with Unit4 functionality such as Attributes, Relations, Account Rules, Flexi-Fields, Workspaces and workflows. (D)
- Experience using Unit4 reporting tools. (D)
- Experience supporting data migration, integrations, APIs, web services and system testing. (D)
- Experience using SQL reporting, database views, user-defined tables or management information tools. (D)
- Experience using Unit4 loaders, Extension Kit or App Studio. (D)
- Experience working with third-party software suppliers and delivery partners. (D)
- Experience working within healthcare or another regulated environment. (D)

Other Requirements

- Self-motivated, with the ability to work independently and manage competing priorities effectively.
- Collaborative and able to work effectively across technical teams, business functions and external delivery partners.
- Able to work with integrity, professionalism and respect for colleagues.
- Commitment to delivering a high-quality service and positive user experience.
- Commitment to information security and appropriate management of business information.
- Commitment to continuous learning and maintaining up-to-date ERP knowledge and skills.
- Willingness to develop knowledge of Unit4 functionality and ERP good practice through professional networks, training and self-learning. (D)
- Ability to share knowledge and contribute to the development of internal ERP capability. (D)

This Job Description and Person Specification reflect the duties of the post as they exist at this time and may be subject to changed based on the needs of the department programme. The post-holder may be required, from time to time, to undertake other duties commensurate with the salary and job role requirements.

Pre-employment checks will be required for the role.



To be completed by the Reward Team, after job evaluation has been completed

Job Title	Senior ERP Product Owner
Grade	APM055-P4-13
Job Family	