

## ASSISTANT SUPPORT OFFICER Grade 7

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

This role is part of the HD-One Shared Service Centre. We provide support in payroll and personnel administration, business intelligence, organisation structure management, procurement, financial accounting, accounts payable and debt management. With one team we can provide best practice processes and systems. The HD-One Shared Service Centre is always looking for better and smarter ways to work to ensure that a wide range of services drive through efficiencies and provide value for money in accordance with customer need, council priorities and legislative requirements.

This role will assist with first line technical and specialist support and advice in the use and maintenance of SAP on behalf of the authority and its external clients. The support team is responsible for maintaining, enhancing and developing new functionality with the SAP system – providing a helpdesk service and training to optimise system usage. You will report to and be supported in your role by the Support Team Leader.

This role is based within Corporate Services. Click [here](#) to find out more.

To find out more about working for Kirklees, please click [here](#).

### The Job

You will deliver assistance within a first line helpdesk service providing advice and guidance to users of all implemented SAP modules including:

- Business Intelligence
- Debtor Management
- Finance
- Organisational Management
- Payroll and Personnel Administration
- Procurement

You will provide a customer focused response recognising that strong customer focus is integral to building trust with users and delivering savings for the Council.

You will assist with the day-to-day creation and maintenance of system master data, ensuring tight control and integrity of data.

You will have responsibility for the basic maintenance activities of SAP, monitoring daily routine activities such as scheduled jobs, system failures etc.

Your duties will also include the promotion of SAP and its capabilities by assisting with the delivery of training courses, user forums and online webinars to further increase user confidence and promote self-service.

You will work closely with colleagues to assist user acceptance testing of SAP in respect of system developments, upgrades and routine patching cycles.

You will facilitate the extraction of data from SAP for reporting purposes – ordinarily in respect of FOI requests, internal and external audits and to meet statutory reporting requirements.

### Job Checklist

- Working with Support Officers to provide a high quality and proactive SAP support service for the Council, engaging with customers and resolving queries through a range of methods.
- Facilitate creation of SAP master data alongside effective maintenance of existing data, ensuring data is accurate and in line with best practice guidelines.
- Undertake daily monitoring and maintenance of the SAP system. Routine issues are resolved, escalating to a Support Officer where necessary.
- Assist user acceptance testing as required in respect of system developments, upgrades and routine patching cycles.
- Actively promote and ensure best practice in the usage of SAP; reporting trends and/or issues.
- Assist the development, delivery and documentation of SAP user training, including SAP User Groups and provision of online content.
- Facilitate extraction of routine reports from SAP as required by the organisation.

Please click [here](#) to see your responsibilities related to safeguarding.

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A flexible, professional individual with a positive approach who is open to new ways of working, you will be keen to provide excellent customer service. You will be positive, with a helpful “can-do” attitude and excellent interpersonal skills.

You will enjoy working with people and working as part of a team. With a friendly, supportive and respectful manner you’ll enjoy the opportunity to engage with a wide range of customers both internally and externally to the council. Your excellent communication and IT skills will underpin and support this.

In this role you will be supported and encouraged to gain new skills, and experience to equip you to develop in your role and to progress within HD-One.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

This role is at Level 1. To find out more about Council behaviours and expectations, please click [here](#). These will be tested throughout the selection process.

We expect you to promote and role model the Council’s expectations of an employee within the organisation.

## Person Checklist

- A basic understanding and ability to provide advice and explanation of the range of SAP functionalities used by the Council
- Strong IT skills to support working with packages such as Word, Excel and Access as well as specific IT packages
- Literacy skills to be able to produce routine documentation
- Analytical and problem solving skills to assist with issue resolutions
- Experience in a customer-focus related function.
- Ideally with knowledge and experience of maintenance and administration in at least one area of SAP functionality
- Demonstrates excellent customer service and effective interpersonal and communication skills at all times
- Proactively sees things from the customer/employee perspective in order to meet their needs
- Is committed to personal career development and is proactive in seeking and undertaking further training opportunities
- Is an excellent team player and works hard to contribute to team goals
- A flexible approach to working hours in order to achieve deadlines and consider the needs of other team members
- Understands requirements of their role and the contribution that their work makes to both HD-One and the Council.

*This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.*

**For Recruitment Purposes:** In order to be considered for this role you will need to demonstrate your ability to meet the criteria outlined in the Person Checklist