

Deputy IT Director, SAP Delivery

Location

This role is based in Worthing. Relocation costs will not be reimbursed.

Role Profile

The SAP Customer Competency Centre delivery group has the responsibility and accountability for all SAP delivery and operations for HMRC. This role is to lead the strategy and multi £m development of HMRC's SAP estate. HMRC's vision of running all the tax regimes on the SAP platform is central to achieving the strategic goals of the organisation.

Working very closely with HMRC's Tax regimes, Finance and HR, the effective development and operation of these systems provide a substantial amount of the national revenue for HMRC in the collection of personal and business taxes as well as debt recovery. It is essential that these systems are effectively maintained and development. It is the intention to migrate many of the older tax systems to SAP.

Following a review of SAP in January 2014 a number of recommendations were made which included:

- Implementing and growing the SAP Customer Competency Centre
- Piloting the SAP Customer Competency Centre with the current round of ERP changes for HR
- Extending the SAP CCC to all SAP based services including HMRC Enterprise Tax Management Digital Platform (ETMP) and ERP for HR and Finance

Key responsibilities include:

- End to end delivery of all SAP business change
- Pipeline management
- Stakeholder management at Board level, particularly HR and Finance colleagues
- Ensuring a 24/7 operational support is maintained and delivered for all SAP systems
- Delivering effective Incident, Problem and Change Management functions for all aspects of SAP
- Delivering build and test functions for all SAP
- Working to manage multiple suppliers for new procurements and services
- Delivering the appropriate security controls and managing metrics standards and processes
- Ensuring solution accreditation for all systems

The post holder will have direct line management responsibility for a team of three managers and wider responsibility for a team of 34 FTE, consisting of both Civil Servants and contractor/supplier resource.

Candidate Profile

The successful candidate will have previous knowledge and experience of working at a senior level, delivering transformational change to business processes and systems and must have a track record of Agile delivery.

They must also be able to demonstrate their potential and capability in the following areas:

- An excellent leader and manager, with the ability to lead highly skilled technical IT teams, who models and promotes a positive and engaged working culture with a successful track record in driving cultural change.
- Capable of effectively engaging with staff, suppliers and stakeholders to define the best approach to service design to achieve business/user objectives.
- Ability to manage senior stakeholders, both internally and externally, confidence in dealing with, and influencing senior officials, providing clear and non-technical advice on complex issues.
- Ability to work under pressure and to respond quickly to changing circumstances and tight timetables.
- Commercial and financial management skills with the ability to manage in a multi-supplier environment
- A strong customer service ethos that has delivered tangible benefits

Qualifications

It is essential that the successful candidate has practical knowledge and experience of Scrum methodology and a good working knowledge of SAP and associated products and services.

Whilst not essential, it is also desirable that they have practical knowledge of DevOps and ITIL.