



POSITION DESCRIPTION



Position title: Enterprise Applications Manager

Reports to: Chief Digital Officer

Group: Technology

Revision (m/y): 05/2025

Unit: Enterprise Applications

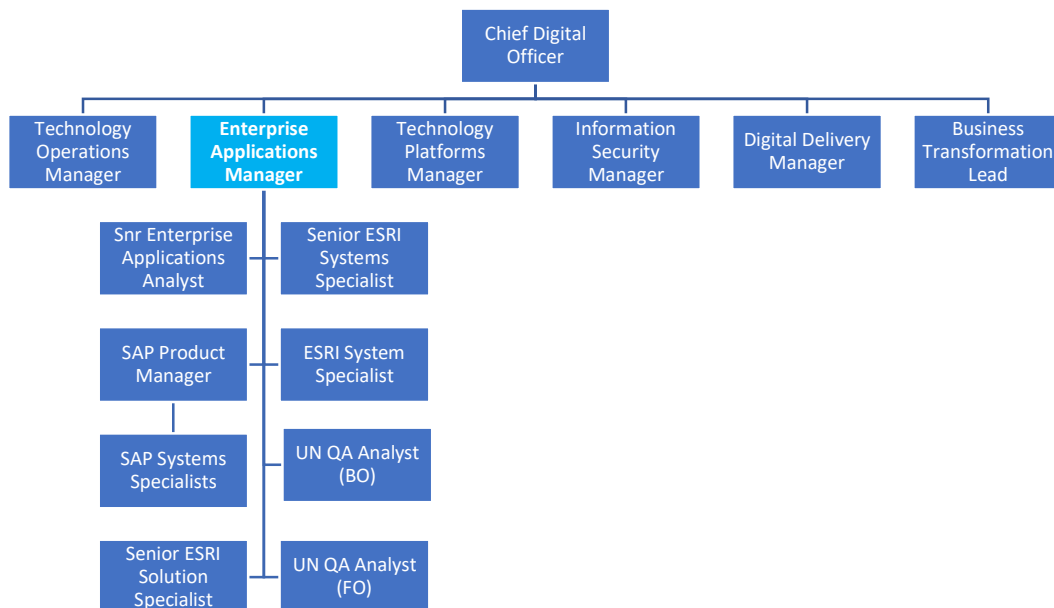
Date: 2 May 2025

Purpose

The Enterprise Applications Manager is responsible for leading and overseeing our enterprise applications, including GIS, SAP, and other systems of significance to WEL.

You will demonstrate strong technical and people leadership, influencing and management capabilities, maintain strong vendor relationships, and lead strategic initiatives to enhance our enterprise applications in line with our digital and business strategies.

Reporting Structure



Resource Accountabilities

Staff numbers 9

Capital Budget TBC

Operating Budget TBC

DFA

TBC

As per Level 3 of DFA

Performance Outputs

Key Result Areas (What/Result)	Key Tasks / Activities (How)	Performance Measures (Quantity, Quality, Time, Cost)
People Leadership	<ul style="list-style-type: none"> • Provide strong leadership and development to the team by living the values, agreeing accountabilities and standards of performance, monitoring performance, and giving timely feedback. • Support the ongoing development of a team culture supportive of the sustained achievement of the Company's strategies and goals. 	<ul style="list-style-type: none"> • Our people are capable and continuously developing • Organisational culture/climate indicators and metrics are met • Achievement of team development objectives • Health and Safety measures • Turnover is healthy
Technical and Digital Leadership	<ul style="list-style-type: none"> • Partner closely with other business units to understand present and future business strategy and communicate those into actionable business and technology goals. • In collaboration with business owners and key stakeholders regularly review the product roadmaps and agree priority enhancements / projects. • Provide leadership during incidents and establish practices that improve service and identify root cause analysis. • Ensure services are resilient, provide maximum uptime, and have planned maintenance windows. 	<ul style="list-style-type: none"> • Enhancements and product roadmaps execution are collaborative and have business buy-in • Support contracts remain current and cost effective • Where applicable, ensure that agreed service level agreements (SLAs) are met • Employees are equipped to effectively use the technology available to them.

	<ul style="list-style-type: none"> • Oversee and lead relationships with strategic and operational partners and act as a point of escalation for high priority issues. • Develop and implement training plans to enhance users' skills and maturity to maximise use of Enterprise applications, namely SAP and GIS. 	
Architecture Leadership	<p>As a member of the Technology leadership team, you will have a shared responsibility for architecture for the enterprise applications and the wider technology landscape including:</p> <ul style="list-style-type: none"> • Shared accountability for establishing and running a cross-functional architecture guild. • Develop and maintaining product roadmaps for our enterprise systems. 	<ul style="list-style-type: none"> • Fit for purpose processes are in place to enable timely architectural decisions • Business representatives have clarity on how to engage with architecture guild
Financial Leadership	<ul style="list-style-type: none"> • Support the CDO with annual financial planning, setting of budgets and creation of the capital plan. • Management of business unit operational and capital budgets, including forecasting and identifying cost reduction opportunities. • Ensure mix of project recoveries and maintenance across team members. • Maintain currency and the overall system health of the enterprise applications ensuring that licence agreement obligations are met at all times. 	<ul style="list-style-type: none"> • Forecasts are timely and accurate • Purchase orders, contracts are in place prior to making financial commitments • WEL is not exposed to any risk regarding licensing and support agreements • All system usage abides by vendor licencing agreements and zero failures are found through vendor audits

To participate and contribute to projects	<ul style="list-style-type: none"> • Undertake special projects for WEL when required. • Undertake continuous improvement projects as and when required. 	<ul style="list-style-type: none"> • Achievement of agreed project measures
Targeting “Best in Safety”	<ul style="list-style-type: none"> • Promotion of good safety management practices. • Participation in safety and wellness activities. • Being a safety leader. 	<ul style="list-style-type: none"> • WEL’s health and safety policies and procedures are adhered to at all times
To work in and promote a ‘Best in Service’ attitude to all endeavours	<ul style="list-style-type: none"> • Engage within the business and with community / external stakeholders in a way that supports ‘Best in Service’, always. 	<ul style="list-style-type: none"> • WEL’s reputation is enhanced in the community • You are known for your excellent customer service

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Person Specification

Qualifications	Essential	<ul style="list-style-type: none"> • Tertiary qualification in IT or related field
	Desirable	<ul style="list-style-type: none"> • Experience in an Agile framework, Scrum, Kanban etc. • Experience in the ITIL methodology • Formal Project Management qualification
Experience	Essential	<ul style="list-style-type: none"> • 5 years' experience in senior IT leadership positions • Ability to operate at both a strategic and operational level • Strong communication, influence and calm under pressure • Experience leading, and collaborating with, teams in the design, development, implementation and support of Enterprise applications • Demonstrated passion for customer service, commercial acumen and vendor management
	Desirable	<ul style="list-style-type: none"> • Electricity / utility experience
Behavioural Competencies	<ul style="list-style-type: none"> • Integrity: Demonstrates consistently high integrity, professionalism and business ethics. • Leadership: Motivates, empowers and manages others to achieve business goals. • Teamwork: Works co-operatively as part of the team. Actively seeks out and listens to the views and ideas of others. Shares information and knowledge freely. • Collaboration: Works with peers and others across the business to achieve win-win results and drives behaviour to optimise business outcomes rather than department outcomes. • Problem Solving / Critical Thinking: Analyses issues and breaks them down into their component parts. Able to gather a wide range of information, comprehend and make systematic and rational judgements based on relevant information. • Achievement Focused: Demonstrates a readiness to make decisions, is resilient and proactive when facing difficult issues, and takes initiative and originate action. 	

	<ul style="list-style-type: none"> • Communication: Speaks clearly, fluently and in a compelling manner to both individuals and groups. Writes in a clear and concise manner, using appropriate grammar, style and language for the reader. • Negotiation: Listens, comprehends and empathises with parties to develop relationships and rapport with others. • Technical Ability: Provides high quality analysis, processes and developments using the tools provided. • Planning and Organising: Organises and schedules activities and resources efficiently. • Customer Focus: Dedicated to providing a prompt, efficient and personalised service to clients (internal/external) and works hard to ensure that individual client needs are met. • Quality Orientation: Has a very high attention to detail. Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
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Our Purpose

Enabling our
communities to thrive

Our Vision

To create and support an
*innovative and sustainable
energy future*

Best in Service

So we have the
trust of our community



Best in Safety

Every Day - **Home Safe**



Our Values



Agile

We listen to ideas, we explore opportunities and we adapt to changing situations with an open mind. When change is needed we make sure we understand why and we make it work. We're flexible and we respond professionally to change.



Build the business

We make sure our day to day activity is sound while exploring ways to improve the way we work or things we do. We often ask "is there a better way to do this?" and we investigate options.



**Care for each other,
the customer and
our assets**

We work as a team across the business to do things the right way. We treat others with respect, listening to their needs so we can deliver a reliable and safe service to our communities.



Do the right thing

We make decisions with integrity and when we can, we help others make the right decision for their situation. We're open, honest and trustworthy. We speak up if we feel we should and we listen to others.



Every Day - Home Safe

We lead by example to keep ourselves, our workmates and our communities safe. We use the right equipment, we challenge unsafe acts and we say no if we think it's not safe.