

Job
Description

ERP Implementation Lead – Research Management

October 2024

Directorate:	Research Services
Pay grade / staff group:	Professional Services 01
Hours / duration:	Full time (35 hours per week Monday to Friday) Fixed Term Contract - 24 months
Reports to:	Director, Research Services (dotted line to Programme Director and Director of Finance)

Context

The ICR is one of the world's leading cancer research organisations, with a mission to make the discoveries that defeat cancer. To support delivery of an ambitious new strategy, the ICR has begun a programme of transformation to achieve our vision for an excellent and sustainable organisation, that is ready to meet the challenges of the future.

Stratus will be one of three key programmes (alongside growing our income and developing our estate) through which we deliver an excellent and sustainable organisation.

Stratus will support the organisation to adopt simple, standard and modern processes in the ICR's everyday operations, underpinned by a cloud-based Enterprise Resource Planning software-as-a-service (SaaS) solution.

The Stratus Programme has three key workstreams, Finance, HR and Research Management, each with an ERP Implementation Lead to support the Stratus Programme deliverables for their specialist function.

A central Programme team will include the Programme Director, Programme Management and Change Management support roles.

Data Subject Matter Experts (SMEs) and Process Leads will also provide detailed knowledge and support throughout the Programme lifecycle as required; line managed by the ERP Implementation Lead.

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Main purpose of the job

The ERP Implementation Lead – Research Management is responsible for co ordinating and driving the development, design, and delivery of the Research Management workstream activities, to support the successful implementation of a new Enterprise Resource Planning (ERP) system. You will work across Research Services, Research Finance and with colleagues in Research Divisions.

Working collaboratively with the Finance, Research Services, HR, Digital Services and Stratus Programme teams to ensure that all Research Management/Finance/HR-related processes are aligned with the ERP system's requirements.

Working collaboratively with third parties, including implementation partners.

This role involves managing change and, supporting the transition to the new ERP, this will include:

- Coordinating input and engagement from the relevant Research Management functions
- Ensuring the relevant training, communication, data migration and compliance requirements are fully met.

The role will be the “go to” person for the Research Management workstream and will ensure that operational teams are up to date on workstream progress, and that cross functional input required is well-planned to minimise the impact on operations.

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Duties and responsibilities

Key duties

Provide visible and effective leadership to plan, manage and execute the delivery of the Research Management workstream across the lifecycle of the project.

Build and maintain relationships with colleagues and with stakeholders across ICR.

To manage the day-to-day delivery of the project on behalf of the Director of Research Services and Director of Finance. Support the procurement, mobilisation, design, delivery and handover to operations phases. Ensure that the workstream successfully delivers to time, budget and scope.

Alongside the Directors, be the visible 'go to person' on behalf of the Research Management workstream, as the representative for the Research Management workstream in both programme and stakeholder meetings.

Co-ordinate with Data Subject Matter Experts (SME) and process owners to support and drive the design, documentation and build of core Research Management processes that are efficient and effective, comply with core operational and statutory requirements, and align with the programme design principles.

Support and facilitate workshops and meetings with key business users to promote and explain the programme design principles in relation to the Research Management workstream, ensure stakeholder engagement in the process design process, identify gaps and concerns, and develop mitigations and new ways of working.

Collaborate with technical teams, process leads and subject matter experts to ensure the ERP system is configured to support key Research Management end-to-end processes in line with the guiding principle of adopting processes to meet requirements.

Co-ordinate with Data Subject Matter Experts (SMEs) and process owners to ensure that adequate testing methodology is applied to validate system functionality and compliance with business requirements, and that any defects and issues identified are resolved.

Work with the Programme Change Manager to ensure development and roll-out of effective change management plan for the Research Management workstream.

Help to develop and deliver effective training on and documentation of new processes and ERP functionality, including the provision of guidance and manuals and communications to the business.

Identify Research Management service improvement opportunities arising from the new ERP and take the lead / support service improvements as appropriate.

Support the Programme Director to manage workstream budget, keep the workstream resource plan updated, and to prepare and present reports and documentation for each phase of the project in line with the Stratus programme management framework.

Develop and manage workstream benefits realisation plan, project plan and Risk/Assumptions/Issues/Dependencies for the workstream in liaison with Programme Director, Director of Research Services and Director of Research Finance.

Work with the Stratus programme team to support and develop the Stratus programme framework, share learning and champion best practice, tools, and processes to ensure successful delivery of the workstream.

General

All staff must ensure that they familiarise themselves with, and adhere to, any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations.

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Any other duties that are consistent with the nature and grade of the post that may be required.
To work in accordance with the ICR's Values.
To promote a safe, healthy, and fair environment for people to work, where bullying and harassment will not be tolerated.
This job description reflects the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.

Person specification

Education and Knowledge

Educated to a degree level in a relevant field or equivalent experience	Essential
Detailed understanding of research management in the HE sector; in particular pre and post award research grant management.	Essential
Project Management certification or equivalent experience	Desirable
Leadership/Management qualification or equivalent experience	Desirable

Skills

Able to think strategically, interpreting complex information, putting information in context and having a clear view of the “big picture”.	Essential
Ability to devise and implement effective and efficient Research Management processes and procedures or identify areas for improvement in existing ones	Essential
Digital/systems project delivery skills, with excellent time management	Essential
Leadership and people management capabilities	Essential
Communication, influencing and negotiation skills	Essential
Flexibility and resilience	Essential
Problem solving and analytical skills	Essential
Proactive and innovative approaches	Essential

Experience

Managing or implementing a Research Management service within a UK Higher Education Institution, or similar environment (research, NHS, or charity).	Essential
Experience of managing or supporting pre and post award research functions.	Essential
Process improvement and implementation	Essential
Managing new systems roll-out / project management	Essential
Working on transformation / change programmes.	Essential

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Delivering SaaS applications	Desirable
Working in matrix management structures	Desirable
Working with third party suppliers	Desirable

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About our organisation

The Institute of Cancer Research, London, is one of the world's most influential cancer research institutions, with an outstanding track record of achievement dating back more than 100 years. Our mission is to make the discoveries that defeat cancer.

As well as being one of the UK's leading higher education institutions in research quality and impact, the ICR is consistently ranked as one of the world's most successful for industry collaboration. As a member institution of the University of London, we also provide postgraduate higher education of international distinction.

We are also a charity and rely on the support of partner organisations, funders, donors, and the general public.

[Read more](#) to find out more about our history, culture, and achievements, and how our funders, supporters and partnerships help drive forward our work.

Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team – as 'One ICR'.



Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer.

They summarise our desired behaviours, attitudes, and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”

Professor Kristian Helin
Chief Executive

