



Croydon Shire Council

Position Description

Position Title	Enterprise Resource Planning Project Lead
Department	Corporate Services / Office of the CEO
Award	Queensland Local Government Industry Award Stream A – State 2017
Award Classification	Level 7
Position Type	Full Time – Fixed Term 12 - 18 months
Reports To	Director Corporate Services / Office of the CEO

Position Objective

The Internal ERP Project Lead is responsible for planning, coordinating, and delivering Council's migration to a new Enterprise Resource Planning (ERP) system. The role ensures the project is implemented smoothly, aligns with Council's strategic and operational needs, and supports staff adoption across all departments.

This position acts as the central point of coordination between Council staff, the ERP vendor, external consultants, and the Executive Leadership Team. The role safeguards service continuity, data integrity, and compliance throughout the transition.

The role will also support finance objectives by strengthening financial reporting, rates, revenue, expenditure, procurement, budget monitoring, asset accounting, financial controls, compliance, and governance across Council finance operations.

The role is also responsible to support the Finance Team in accurate processing across accounts payable, accounts receivable, payroll and job costing, while providing responsive customer service to the public, government agencies and statutory authorities. The position works closely with the Director Corporate Services and Senior Finance Officer to maintain compliance, data integrity and smooth day-to-day operations.

Duties and Responsibilities

1. Project Governance and Leadership

- Lead the ERP project on behalf of Council, ensuring alignment with organisational priorities.
- Establish and maintain project governance structures including Steering Committee and working groups.
- Develop and maintain project plans, schedules, RAID logs, and progress reports.
- Coordinate decision-making and escalate risks or issues promptly.
- Ensure project delivery within agreed scope, budget, and timeframes.

2. Business Process Mapping and Improvement

- Facilitate workshops with Finance, Rates, HR/Payroll, Regulatory Services, Customer Service, and Assets teams.
- Document current workflows and identify inefficiencies, manual workarounds, and compliance gaps.
- Support redesign of processes to align with ERP best practice and reduce reliance on legacy systems.
- Ensure regional-specific requirements (e.g., rural addressing, water meter cycles, local laws) are accurately captured.

3. Staff Engagement and Change Management

- Act as the internal champion for the ERP project, promoting awareness and engagement.
- Communicate project updates clearly to all staff, including remote and field-based teams.
- Coordinate training plans and ensure staff have adequate time and support to participate.
- Identify change impacts and work with leaders to manage staff readiness and adoption.
- Support cultural change by addressing concerns, reducing resistance, and building confidence.

4. Vendor and Consultant Coordination

- Serve as Council's primary liaison with the ERP vendor and implementation partner.
- Schedule and coordinate workshops, configuration reviews, testing cycles, and training.
- Validate vendor recommendations against Council's operational needs and constraints.
- Monitor vendor deliverables and ensure contractual obligations are met.
- Manage communication between internal teams and external partners.

5. Data Migration and Quality Assurance

- Oversee data cleansing activities across all departments.
- Ensure statutory data (rates, property, financial history, regulatory registers) is accurate and complete.
- Coordinate user acceptance testing (UAT) and ensure scenarios reflect real operational conditions.
- Validate system integrations (GIS, payroll, asset management, records management).
- Support development of reporting frameworks and dashboards.

6. Cutover and Go-Live Readiness

- Develop and execute the cutover plan in collaboration with the vendor.
- Ensure continuity of critical services including payroll, rates, receipting, customer requests, and regulatory functions.
- Coordinate hypercare support and issue resolution post-go-live.
- Document lessons learned and transition the system to business-as-usual ownership.

Key Relationships

Internal

- CEO
- Director Corporate Services
- Finance Team
- HR
- Regulatory Services

- Customer Service
- IT / Records
- Asset Management
- Field Services Supervisors

External

- ERP Vendor
- Implementation Partner
- External Auditors
- Regulatory Bodies (as required)

7. Finance Team Support in the following areas:

- Accounts Payable
- Payroll
- Job Costing / Plant / Stores
- Accounts Receivable
- Administration Support

Finance Key Accountabilities

- Perform daily banking functions, reconciliations, receipting, refunds, and cash management activities.
- Process and administer payroll, superannuation, and employee payroll enquiries in accordance with legislative requirements.
- Maintain job costing, plant, and stores systems, including reporting, stock control, and stocktake activities.
- Coordinate accounts payable processes, ensuring accurate invoice processing, creditor management, and compliance with GST requirements.
- Manage accounts receivable activities, including invoicing, debt recovery, subsidies, grants, and contract claims.
- Administer Council's rating functions, water charges, property records, and debt collection processes in accordance with legislation
- Provide high-level financial and administrative support to the Director Corporate Services, finance team, and other Council departments.
- Ensure accurate records management and compliance with Council policies, procedures, and governance requirements.

Stakeholder engagement

- Establish a reputation for reliance and trust across the spectrum of stakeholders, including management, peers, fellow workers and the general public.

Code of Conduct

- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct may be subject to disciplinary action.

Work Health and Safety

- Comply with all work health and safety legislation, Councils Work Health and Safety Management System, and Council policies/procedures/work instructions and codes of practice. Perform all work and associated functions in a safe manner and identify and report any concerns, near misses, incidents/accidents to your Supervisor and WHS Advisor. Use appropriate protective clothing and equipment.

- Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.
- Mandatory attendance at Toolbox talks and training.

General

- Ensure punctuality and preparedness at the beginning of shifts. All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence. Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
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- Establish and maintain effective professional relationships with Managers, Supervisors, Employees and Contractors.
- Maintain a positive team culture based on honesty, trust and integrity.
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
- The employee shall show a spirit of cooperation with their supervisors, other employees and the achievement of Council's aims and objectives. Contribute to continuous improvement initiatives that enhance the efficiency and effectiveness of Council operations.
- It is a requirement that all Council employees maintain a minimum current manual "C" class driver's licence at all times where driving forms part of regular work activities. Some roles may require additional licenses as specified below.
- Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
- Provide consistent and excellent customer service to all stakeholders.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.
- Contribute to policy, procedure, guideline development across Council ensuring each is up to date.

Qualifications / Skills / Experience

Preferred

- Qualifications in Business, Accounting, IT, Project Management, or related field.
- Experience in local government or regional service delivery environments.
- Experience leading or supporting system implementation projects.
- Knowledge of finance functions, including AP, AR, rates, revenue, procurement, budgeting, reconciliations, and reporting.
- Experience with process reviews, data migration, testing, training, or change management in finance or corporate services.
- Ability to interpret financial information, improve processes, and communicate system needs to vendors and stakeholders.

Other

- Ability to attend workshops, meetings, and training sessions across Council sites.
- Ability to work flexible hours during critical project phases (e.g., go-live).
- Ability to obtain and maintain a minimum current manual “C” class driver’s licence

Selection Criteria

Essential

- Strong understanding of local government operations, legislation, and service delivery.
- Demonstrated ability to coordinate cross-functional teams with limited resources.
- High organisational discipline with strong planning, documentation, and follow-through.
- Excellent communication and stakeholder engagement skills.
- Ability to interpret business needs and translate them into system requirements.
- Practical problem-solving skills and confidence to challenge vendors when necessary.
- Understand finance processes including budgeting, reporting, procurement, revenue, AP, AR, and reconciliations.
- Financial administration experience — Demonstrated experience in accounts payable, accounts receivable and/or payroll processing, including accurate data entry and compliance with statutory requirements.
- Ability to support accurate financial data migration, testing, controls, audit readiness, and compliance within an ERP implementation environment.

Desirable

- Experience with ERP systems (TechnologyOne, Civica, MAGIQ, SynergySoft, Council First etc.).
- Project management experience (formal or informal).
- Understanding of local government finance, rates, or regulatory workflows.
- Experience in change management or staff training.
- Familiarity with data migration, testing, or system integration processes.

Key Performance Indicators (KPI’s)

1. ERP
 - a. ERP delivered on time, within budget, and meeting Council's operational needs.
 - b. High staff adoption with minimal reliance on legacy spreadsheets or shadow systems.
 - c. Smooth continuity of essential services during cutover.
 - d. Improved reporting, compliance, and operational efficiency post-implementation.
 - e. Clear documentation and handover to BAU teams.
2. Active participation in Council's Cybersecurity training and awareness programs.
3. Compliant Records Management practices are adhered to for the secure protection of Corporate Records.
4. Performance of work and associated functions in a safe manner at all times.
5. Compliance with Croydon Shire Council's Work Health and Safety Management System, including policies, procedures, standards and work instructions.
6. Compliance with Croydon Shire Council's Code of Conduct.
7. Contribution to the efficient and productive operation of the Local Government Organisation.

Certification

I have read the position description, and I am aware of the position requirements.

Employee Name:

Employee Signature _____ Date ____/____/____

Chief Executive Officer: Ms Jacqui Cresswell

Chief Executive Officer Signature _____ Date ____/____/____