

**The Company**

Goodridge is the world's leading manufacturer of performance fluid transfer systems. We operate in the OEM, automotive, motorcycle, motorsport, defence and specialist industrial sectors. This dynamic private company manufactures in ten facilities globally and supplies customers around the world with a unique combination of design, innovation, reliability and outstanding service. Goodridge has a turnover of over £47m and operates globally with manufacturing and distribution operations in the UK, USA, Mexico and Europe, employing more than 400 people worldwide.

**The Team**

The Goodridge I.T. team are a customer focused group that has people based in the UK, USA and Mexico. We are looking to another team member that can work from Europe. The team are always busy and benefit from working in an environment that is productive and encourages personal development from everyone. Individual creativity is encouraged, and external training is provided based on regular two-way assessment of how to improve the teams approach.

**The Role**

To ensure that the Groups' ERP systems are supported, enhanced, and add value to the business. This will be achieved by working as part of the internal applications team and by using external vendors to achieve success. Also, to help develop business processes that can be supported using our ERP applications and to ensure business systems are secure and comply with legislation.

**Key Responsibilities**

To ensure that the ERP systems support the Group's business needs whilst remaining current and secure. The responsibilities will cover all 11 sites in 9 countries.

The ERP Application support person must be able to: -

- Provide customer focused support for our ERP solutions that ensures problems are resolved in a timely manner, using a blend of internal and external resources.
- To identify process improvements and then plan, develop, and optimise ERP application processes making good use of internal and external resources.
- To help deliver ERP Application projects successfully, ensuring delivery within agreed timescales, scope and budget.
- Ensure incident and problem management processes are mature with strong communication plans
- Demonstrate and test business processes and ensure systems perform to agreed parameters
- Provide ERP user training materials and sessions when required

**Additional Information**

This role is subject to flexible working hours to suit the IT requirements of the Company. This role may be developed / changed when necessary to take into account any changes within the organisation in line with the Company's goals, objectives and contractual and legal obligations.

**Primary Objectives – First 24 months**

- Delivery of business KPI reporting tools for all areas of the business
- Delivery of standard document outputs (invoices, purchase orders etc)
- Develop standard works instructions for key business processes to ensure new employees can be trained on the ERP solutions
- Achieve a level of understanding of the key ERP business modules that enables support and training to be given to employees by the ERP Applications person
- Assist in the rollout of the Group ERP solution to other Goodridge sites

**Location**

Preferably within commutable distance of any Goodridge facility in Europe.

Person Specification Skill/Expertise	Criteria
<b>Performance standards</b>	
Provide customer focused support services.	E
Be professional internally and externally	E
Constantly strive to improve efficiencies within systems to feed through to the bottom line	E
Provide high levels of leadership (by example)	E
<b>Experience</b>	
Minimum 5 years ERP experience in a support role	E
Project management or consultancy experience	D
Implementation of an ERP solution in a manufacturing environment	E
The delivery of training on an ERP solution	E
The delivery and testing of ERP application enhancements	E
<b>ERP Application Specifics</b>	
Can demonstrate a good understanding of inventory management processes	E
Can demonstrate a good understanding of production management processes	E
Can demonstrate a good understanding of purchase management processes	E
Can demonstrate a good understanding of customer order management processes	E
Can demonstrate a good understanding of BOMs / Routes and costing processes	D
Can demonstrate a basic understanding of finance processes	D
Can demonstrate a basic understanding of EDI and scheduling processes	D
<b>Technical Specifics</b>	
Can demonstrate a good working knowledge of relational databases	E
Can demonstrate a basic knowledge of SQL techniques	D
Experience of building KPI reports using graphical tools	E
Development of standard outputs for ERP solutions (invoices, purchase orders etc)	D
<b>Other skills</b>	
Fluent in oral and written English	E
Office 365 use in preparing documentation (Excel, Word and Powerpoint)	E
A good understanding of I.T. technology (P.Cs, Servers etc)	D
Ability to adapt approach for different countries and cultures	E
<b>Additional responsibilities</b>	
Ensure effective systems procedures and end user documentation is maintained effectively	E
To assist with continuous improvement and development of the Goodridge ERP Applications suite.	E
Occasional travel (including overseas) to provide support and to upgrade and implement new ERP functionality.	E
<b>Goodridge Specifics</b>	
Experience of working with Infor systems (ERP, Birst, ION, Workflow, Infor OS)	D
Experience of working with Infor System 21 ERP	D
Experience of working with Select Line ERP	D
Experience of working with Exact ERP	D
Experience of working with Arca ERP	D
Experience of working in a manufacturing environment	D
Experience of working with e-commerce solutions	D
Experience of working with inter-company integrations	D
<b>Education</b>	
General level education in Maths, English and a technical subject, ideally with an ICT qualification.	E
<b>General</b>	
This role is subject to flexible working hours to suit the IT requirements of the Company.	E