



Position:	SAP Success Factors Functional Consultant.
Contract Type:	Fixed Term (9 months)
Employment Type:	Full Time.
Location:	Adelaide Regional Support Centre
Department:	SAP Applications
Business Unit:	Application Management Services.
Reports to:	Head of SAP Applications (Head of Talent & Projects Locally)
Direct Reports:	0

1. Job Purpose

The **SAP SuccessFactors Functional Consultant** is a crucial role in the SAP AMS (Application Management Services) organisation and is responsible for the functional change configuration and support of the SuccessFactors and SAP HCM support solution. The role is based in the Australasian headquarters and will initially focus on the region but will be called upon to support AMS activity globally.

The Functional Consultant is responsible for ensuring that SuccessFactors and integration functionality is available and meets the business needs of Babcock cross divisional HR processes, working closely with our internal customers and SME's to deliver functional change, configuration, analysis, specialised support and continuous improvement.

2. Responsibilities

- Identifying issues and pain points and delivering solutions with employee and end user experience front of mind;
- Providing on the ground support and troubleshooting for day to day and more complex system queries from the HR team, and acting as the facilitator for local requests and those that require UK engagement to ensure all incidents, requests and problems are resolved and delivered in line with SLA's;
- Providing specialist level functional and configuration knowledge and advice in SuccessFactors and SAP HR solutions (ECC6);
- Working with the SuccessFactors Solution Leads and Payroll Solution Leads on Projects and Change Programmes, to deliver new or improved functionality and configuration;
- Working with HR and Shared Service business owners to gather requirements for future changes and improvements;
- Conducting configuration changes to accommodate change requests/improvements via the Change Request Board;
- Understanding the business processes for HR and how the application supports processes and applying this knowledge to solve incidents/problems and deliver changes;
- When required, working with the Service Desk and the AMS team to facilitate and resolve critical and high priority incidents & problem resolution;
- Performing break/fix analysis and recommending solutions for SuccessFactors, SAP HR, Payroll and related processes;
- Working with the SuccessFactors Support Team Lead and the Solutions Leads to ensure all Change Request and Programmes plans are kept up to date and accurate;

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- Ensuring Service/Incident Management system, knowledge base and supporting documentation is updated and accurate;
- Working with the Solution Lead from an AMS support perspective, business implementations, patching (SF quarterly release), releases and upgrades by sharing best practice support, testing and configuration skills;
- Proactively working with the SuccessFactors and Payroll solution leads to ensure all projects, changes and releases are planned, delivered and transitioned into support successfully and to plan;
- Keeping abreast of SAP releases, enhancements/new functionality and perform application research;
- Ensuring compliance to existing, and development of required data and reporting standards;
- Assisting in training activities and advice and guidance to the business and AMS team;
- Participate in new functionality/enhancement assessments/testing and making recommendations;
- Any other reasonable management request.

3. Qualifications

- SuccessFactors Certification Employee Central or equivalent experience;
- Detailed understanding and knowledge of integration tools, processes and error handling of SuccessFactors to SAP HR and Payroll applications. (Dell Boomi, HCI, PO, etc.);
- Minimum of 4 years of hand-on SuccessFactors configuration and support experience;
- Integration experience with SuccessFactors and HR;
- Excellent knowledge of SuccessFactors user interface;
- Sound knowledge of SuccessFactors modules/solution (especially Employee Profile/Central, Compensation, Learning, Performance and Recruitment);
- Excellent understanding of configuration dependencies and integration points between separate functional modules of SAP (Finance/Logistics/Procurement/Project Systems);
- Proven configuration and support knowledge of HR master data, structures, portlets and reports;
- Excellent knowledge of SuccessFactors quarterly releases and the relevant testing required to successfully deliver to Production on time with no business impact;
- Excellent understanding of HR business processes and how the application supports the processes and ability to apply this knowledge to deliver continuous improvement, change and to solve incidents and problems;
- Ability to perform and manage multiple tasks simultaneously..

4. Skills & Competencies

4.1. Essential

- Ability to be flexible and work analytically in a problem-solving environment.
- Ability to deliver changes and projects to plan
- Excellent communication (written and oral) and interpersonal skills.
- Previous experience as a consultant or customer facing experiences (Internal or External).
- Should be comfortable working in a team and independently.
- Strong organizational, multi-tasking, and time-management skills.
- Experience working in an environment where negotiation, influence, mediation and conflict management skills are required.
- Ability to lead small teams to deliver change and projects where required.
- Proactively drives improvement to the current solution and business process.

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- Focus on delivering customer service and quality solutions.

4.2. Desirable

- Experience or exposure to IT Governance.
- Exposure to ITIL Framework.
- Experience of HR, Payroll and shared service centres
- Domain Expertise in Engineering & Construction will be a plus.

5. Mandatory Training Requirements

Training Type	Frequency
HSEQ Induction	On Induction
Manual Handling and Ergonomics	As-needs basis
Success Factors: Anti-Bribery & Corruption Training	On Induction
Success Factors: Cyber Security Awareness Training	On Induction
Success Factors: Trade Controls Awareness	On Induction
Success Factors: Data Protection Training	On Induction
Success Factors: Introduction to Picasso IT Services	On Induction
Success Factors: Bullying & Harassment Awareness	Annually
Security Awareness	As-needs basis



Our Guiding Principles – Being Babcock

- 5.1. Build great relationships based on trust
- 5.2. Respect people and value their diversity
- 5.3. Always strive to deliver
- 5.4. Challenge ourselves and each other
- 5.5. Safeguard Customers reputations
- 5.6. Thrive on complexity
- 5.7. Trust our people to deliver
- 5.8. Never compromise on health and safety

6. Health, Safety & Environment

- 6.1. Contribute to a safe working environment by:
 - 6.1.1. Taking care to protect his or her personal health and safety at work;
 - 6.1.2. Not adversely affecting the health and safety of others in the workplace;
 - 6.1.3. Identifying hazards in the workplace, and rectifying them where possible;
 - 6.1.4. Complying with all reasonable instruction and safety, using equipment provided, reporting any incidents' or near misses which may occur; and
 - 6.1.5. Complying with all relevant HSE policies and procedures.
- 7.2 Employees with specific statutory or company accountabilities and responsibilities are recorded within Section 1.2 of the relevant Safety Manual.

7. Other Requirements

- 7.1. There may be a requirement to carry out reasonable additional duties to meet the needs of the organisation;
- 7.2. Must operate in accordance with the Babcock Financial Delegations of Authority;
- 7.3. Security Clearance N/A Baseline NV1
- 7.4. Interstate travel required Yes No
- 7.5. Access to protected US Defence Technology & Information Yes No

8. Sign Off

I acknowledge that the contents of this Position Description have been discussed and mutually agreed upon.

Document Authorised by Department Head	
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