

ROLE DESCRIPTION

Job Title	Enterprise Asset Management (EAM) System Manager
Salary Band	SCP 37 - 40
Reporting to	Maintenance Delivery - Coordination Lead
Directorate	Place
Service Area and sub area	Customer and Operations – Maintenance Delivery
Team	Maintenance Delivery
Political Restriction	N/A

1. Primary Purpose of the Post
The EAM Systems Manager is responsible for managing and administering the Enterprise Asset Management system and associated contract. This includes strategic planning and implementation to align the EAM system with the organisation's goals, collaborating with stakeholders to ensure the system meets departmental needs, and driving innovation and continuous improvement within the system. The role involves maximising the use of the EAM system, managing system documents, creating and maintaining asset data ensuring compliance with relevant regulations. Additionally, the manager is responsible for process improvement, providing support to end-users, mentoring team members, administering and managing the EAM contract, and supporting system implementations and upgrades. The role also includes creating and maintaining system user groups and permissions and enabling the system to grow with the organisation. The EAM systems manager will be part of the Maintenance Delivery Coordination team led by the Coordination Lead.
2. Your responsibilities
• Strategic Planning and Implementation - Align the EAM system with the organisation's goals and objectives. • Stakeholder Collaboration: Work with various stakeholders to ensure the EAM system meets departmental needs, translating business needs into system requirements. • Process Improvement, identifying opportunities to improve EAM processes and workflows, leveraging data and best practices. • System Implementations, Upgrades and integration: Provide lead support for EAM implementations, upgrades, or system enhancements and integrations. • System Growth: Enable the EAM system to grow and develop as the organisation evolves. • System Management - Managing the EAM system, including configuration, Workflows, processes, dashboards and reports for all teams and client departments. • Document Management: Manage system documents associated with assets, ensuring up-to-date information is accessible. • Data Management and analysis monitoring, Extracting, cleaning and analysing data quality from EAM system to provide insights for planning and operations.



- Ensure the EAM system and practices comply with relevant regulations and standards.
- Create and maintain digital geospatial asset data mapping within the EAM system.
- Identify opportunities to improve EAM processes and workflows.
- Drive innovation and continuous improvement within the EAM system.
- **End-User Support:** Provide ongoing support to end-users, addressing issues and facilitating resolutions.
- Mentor and guide team members and stakeholders in process management methodologies and EAM functionalities.
- **Contract Management:** Effective management of the contract maintaining customer /supplier relations while ensuring excellent service delivery and budgetary control.
- **Risk Management:** Manage risks associated with system security and data integrity to ensure resilience and business continuity of the system.

3. General Corporate Responsibilities

- Understanding and meeting all health and safety duties and responsibilities including how they impact on scheduling work activities.
- Ensure postholder adheres to LCRCA's Safety Policy and Procedures
- Ensure support is provided in the preparation of method statements and risk assessments.
- Having an appropriate level of knowledge of equality legislation and how it affects your service area.
- Promoting equality and diversity by: -
 - recognising and addressing the needs of different customers.
 - adapting your approach to meet the needs of different customers.
 - recognising, respecting and valuing the diversity of your colleagues; and
 - Pro-active adherence to all defined corporate policies.
- Putting customers (internal and external) at the heart of everything you do.
- Anticipating and responding to the needs of customers.
- Regular customer meetings/reviews where appropriate.
- Measured through client satisfaction results

4. General Managerial Responsibilities

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

This job description is not intended to be prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

5. Recruitment Plan
Competency Based Interview Assessment

PERSON SPECIFICATION



Job Title: EAM Systems Manager

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
NVQ Level 4 or equivalent in systems administration or Asset Management	E	A,I
ICT skills to include proficiency in Microsoft Office Suite, database software and internet research, demonstrable to at least ECDL level	E	A,I
Project Management APM or equivalent	D	A
Driving licence	D	A
Experience and knowledge	E = Essential D = Desirable	Identified By
Experienced and proficient in EAM/ Computerised Maintenance Management Systems	E	A,I
Asset Compliance knowledge and understanding and creation of asset register and maintenance schedules	E	A,I
Contract Management – Experience of managing KPI's under Service level Agreements, budget control and spend profiling	E	A,I
Experience of implementing and managing change programs for EAM systems	E	A,I
Understanding of Asset management principles, including life cycle & maintenance strategies	D	A,I
Skills, Abilities and Personal Attributes	E = Essential D = Desirable	Identified By
Ability to translate business needs into system requirements	E	A,I
Able to deliver and to prioritise work, working within a fast-paced environment providing a creative approach to problem solving and continuous improvement	E	A,I
Ability to develop and maintain effective working relationships with integrity, credibility and influence with colleagues, officers, and other key stakeholders	E	A,I
Possess and display a 'Can Do' attitude	E	A,I
Flexible approach to working hours and willingness to work flexibly as and when required	D	A,I
Commitment and Behavioural Competencies	E = Essential D = Desirable	Identified By
A commitment to follow and amplify the LCRCA agreed behaviours of LCR First, Respect and Action Focused	E	I
Demonstrates the highest levels of professionalism	E	A,I



Demonstrates a commitment to Equality, Diversity and Inclusion	E	I
A commitment to providing a high-quality customer service and ensuring service standards are met across all areas of responsibility	E	A,I
A commitment to Continuous Professional Development	D	A,I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment