

The Alan Turing Institute

BUSINESS SYSTEMS TRAINING & SUPPORT LEAD

THE ALAN TURING INSTITUTE

There has never been a more significant time to work in data science and AI. There is recognition of the importance of these technologies to our economic and social future: the so-called fourth industrial revolution. The technical challenge of keeping our data secure and private has grown in its urgency and importance. At the same time, voices from academia, industry, and government are coming together to debate how these technologies should be governed and managed. The Alan Turing Institute, as the UK's national institute for data science and artificial intelligence, plays an important part in driving forward advances in these technologies in order to change the world for the better.

The Institute is named in honour of Alan Turing, whose pioneering work in theoretical and applied mathematics, engineering and computing is considered to have laid the foundations for modern-day data science and artificial intelligence. The Institute's purpose is to make great leaps in data science and AI research to change the world for the better. Its goals are to advance world-class research and apply it to national and global challenges, build skills for the future by contributing to training people across sectors and career stages, and drive an informed public conversation by providing balanced and evidence-based views on data science and AI.

After launching in 2015 with government funding from EPSRC and five founding universities, the Institute has grown an extensive network of university partners from across the UK and launched a number of major partnerships with industry, public and third sector. Today it is home to more than 300 researchers, a rapidly growing team of in-house research software engineers and data scientists and a business team.

BACKGROUND

Working in a fast paced, dynamic team, this is a hands-on role perfect for someone who enjoys problem-solving, training others, and ensuring business processes are efficient and user-friendly.

ROLE PURPOSE

The Business Systems Training & Support Lead will report to the ERPx Systems Manager and drive operational excellence maximizing technology value through user adoption, system optimisation, and cultivating a culture of, self-service efficiency to support research and operational goals.

HOW YOU WILL MAKE AN IMPACT

- **Support Strategy:** Create and maintain a business-wide systems support strategy, defining and monitoring SLAs to ensure a high-quality, consistent "internal customer" experience.
- **Knowledge Engineering:** Lead a "self-service" culture by building a comprehensive knowledge base in ServiceNow and SharePoint to reduce ticket volumes and empower users.
- **Support Integration:** Work alongside internal IT and the ERPx Systems Manager to provide seamless, all-level support across the entire business application landscape.
- **Content Creation:** Lead the development of user guides, "How-To" videos, and technical documentation for ERPx and associated apps.
- **Training Delivery:** Partner with the internal training team to design and deliver sessions for new starters and system upgrades, ensuring materials are engaging and up to date.
- **User Advocacy:** Translate complex technical issues into simple, actionable advice for non-technical users, acting as the "voice of the user" to the technical team.
- **Testing Leadership:** Design and lead the User Acceptance Testing (UAT) process for new releases, coordinating staff from across the Institute to validate functionality before go-live.
- **Continuous Improvement:** Establish quarterly feedback loops to identify user pain points, suggesting process improvements to the Systems Manager to influence the technical roadmap.
- **Strategic Alignment:** Engage with the Turing Transformation and change programmes to ensure systems accurately capture the complexities of grant-funded research and multi-partner collaborations.

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OTHER DUTIES

- Deputise for the ERPx Systems Manager during periods of absence.

PERSON SPECIFICATION		
Skills and Requirements	Essential (E) Desirable (D)	Tested at application (a) Tested at interview (i)
Post holders will be expected to demonstrate the following:		
Knowledge and Experience		
ERP Ecosystems: Deep understanding of ERP architecture (ideally Unit4 ERPx) and how modules integrate with HR, Finance, and Procurement	E	A,I
ITSM Frameworks: Knowledge of ServiceNow or similar service desk tools, specifically regarding SLA management and ticket workflows	E	A,I
Documentation Standards: Proficiency in creating structured "Knowledge Base" articles and using tools like SharePoint, Adobe Captivate, or Loom	E	I
UAT Methodologies: Familiarity with test scripts, bug reporting, and the software development lifecycle (SDLC)	E	I
Support Strategy: Experience building or managing a tiered support model that successfully reduced manual ticket volumes through self-service	E	A,I
System Rollouts: A track record of leading the "people side" of a system upgrade or implementation (Change Management)	E	I
Training Delivery: Hands-on experience delivering workshops to diverse audiences, from executives to administrative staff	E	A,I
Cross-Functional Liaison: Experience acting as the translator between technical developers and non-technical end-users	E	I
Other requirements		
Ability to use Power Automate or Power BI to enhance system reporting	D	A
Experience in continuous improvement cycles or "sprint" based testing	D	A,I

Please note that job descriptions cannot be exhaustive, and the postholder may be required to undertake other duties, which are broadly in line with the above key responsibilities. This job description is written at a specific time and is subject to changes as the demands of the Institute and the role develop.

APPLICATION PROCEDURE

If you are interested in this opportunity, please click the apply button below. You will need to register on the applicant portal and complete the application form including your CV and covering letter. If you have questions about the role or would like to apply using a different format, please contact us at recruitment@turing.ac.uk.

CLOSING DATE FOR APPLICATIONS: 07 June 2026 at 23:59 (LONDON, UK, BST)

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TERMS AND CONDITIONS

This full time post is offered on a permanent basis. The annual salary is £60,000 plus excellent benefits, including flexible working and family friendly policies, [Employee-only benefits guide | The Alan Turing Institute](#)

The Alan Turing Institute is based at the British Library, in the heart of London's Knowledge Quarter. We expect staff to come to our office at least 4 days per month. Some roles may require more days in the office; the hiring manager will be able to confirm this during the interview.

EQUALITY, DIVERSITY AND INCLUSION

The Alan Turing Institute is committed to creating an environment where diversity is valued and everyone is treated fairly. We value diversity of background, experience, and perspective, and are proud to be an inclusive employer. We warmly encourage applications from all backgrounds, particularly from groups currently under-represented in our sector. If you feel passionate about this role but don't meet every single requirement, please apply — we recognise that great candidates may bring strengths beyond the criteria listed.

We are committed to making sure our recruitment process is accessible and inclusive. This includes making reasonable adjustments for candidates who have a disability or long-term condition. Please contact us at recruitment@turing.ac.uk to find out how we can assist you.

Please note all offers of employment are subject to obtaining and retaining the right to work in the UK and satisfactory pre-employment security screening which includes a DBS Check.

Full details on the pre-employment screening process can be requested from HR@turing.ac.uk.

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OUR VALUES

The Alan Turing Institute is committed to equality diversity and inclusion and to eliminating discrimination. All employees are expected to embrace, follow and promote our [EDI Principles](#) and Our Values.

Our values



Trust

We create an environment where we have trust and can be trusted



Inclusivity

We expect our Turing community to contribute to a culture that is inclusive and free of barriers



Respect

We all have different roles, priorities and challenges but our shared purpose is the same



Leadership

Leadership is everyone's business; Turing leaders set the right tone and lead by example



Transparency

Everyone should understand the how and the why of our decisions and actions



Integrity

We are all ambassadors for the Turing's mission of changing the world for the better