

Job Description

Job title	Workday Platform Manager
Profession	Digital, Technology & Data Analytics
Band	D
Directorate	CIO (Information Technology)
Accountable to	Head of Business Platforms

Job Purpose:

The Workday Platform Manager leads the management, development and continuous improvement of the Workday platform, ensuring it is reliable, secure, well governed and aligned to organisational priorities. The role provides platform leadership across configuration, release planning, service performance, supplier engagement and operational support, working closely with People, Finance, Procurement, CIO colleagues and other business teams that rely on Workday-enabled processes.

The role is responsible for establishing clear ownership, controls and ways of working for Workday as a strategic enterprise platform. It provides direction to technical and functional specialists, assures changes before they are introduced into the live environment, and helps teams make best use of the platform while managing risk, cost, resilience and colleague experience.

As part of the Business Platforms leadership team, the role contributes to a resilient, controlled and sustainable platform environment, supporting service transition, integration with other enterprise systems, and continuous improvement across business processes supported by Workday.

Financial responsibility: circa £800,000 per annum (Business Platforms)

People responsibility: Up to 6 Direct reports

Autonomy:

Within the broad direction set by the Head of Business Platforms, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done.

Key Accountabilities:

- Develop and maintain the Workday platform roadmap, ensuring platform priorities are aligned to organisational objectives, service needs and agreed business outcomes.
- Oversee the implementation, configuration, maintenance and continuous improvement of Workday modules, environments and platform services within agreed governance and change controls.
- Provide platform assurance and technical leadership for Workday changes, ensuring design, testing, release and service transition activities are robust before changes are introduced into live service.
- Ensure Workday is managed as an enterprise platform with clear ownership, controls, documentation, support models, knowledge articles and operational runbooks.
- Act as the Workday Subject Matter Expert, promoting platform capabilities across SNG and collaborating with People, Finance, Procurement, Architecture, Security, Data, Integration and Service Management teams to ensure Workday processes, integrations and data flows are reliable, secure and supportable

- Manage Platform identity, access and role-based controls for Workday in collaboration with security and business process owners, ensuring appropriate segregation of duties, auditability and compliance.
- Ensure Workday integrations with enterprise platforms, data services and reporting solutions are governed, monitored and maintained in line with service and security expectations.
- Be the primary point of contact between SNG and Workday, proactively tracking utilisation of SNG's Workday Success Plan (WSP) and SNG's Workday software agreement, ensuring supplier performance and maximum platform value is extracted from both contracts.
- Be a visible and proactive presence within the Workday community, attending events, joining forums and platform user group.
- Proactively research and deploy Workday AI capabilities, directly contributing to SNG corporate plan objectives.
- Stay informed and communicate Workday platform releases
- Drive continuous improvement by conducting regular reviews with stakeholders to gather feedback, identify opportunities for improvement and ensure the platform continues to meet changing organisational needs and cost efficiencies.

Leadership

- Manage the Workday Platform team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Workday Platform team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience managing an enterprise business platform, ideally Workday or a comparable human resources, finance or corporate services platform.
- Strong understanding of platform governance, release management, change control, environment management, testing, service transition and operational support.
- Experience of PaaS (Platform as a Service).
- Strong understanding of the software development lifecycle and delivery in agile.
- Experience leading cross-functional teams and delivering enterprise-grade platform improvements in a complex organisation.
- Good understanding of identity and access management, role-based security, audit controls, data protection and compliance requirements.
- Experience working with integrations, application programming interfaces, middleware, data flows, reporting dependencies and supportable interface design.
- Ability to communicate effectively with technical and non-technical stakeholders, translating business needs into clear platform priorities and outcomes.
- Strong supplier and stakeholder management skills, with the ability to balance service performance, platform roadmap, cost and risk.
- Familiarity with IT service management practices, including incident, problem, change, knowledge and service request management.

Desirable

- Workday certification or demonstrable experience in Workday administration, business process configuration, security, reporting, integrations or release management.
- Experience of Application Architecture and delivering low level designs.
- Experience configuring and implementing enterprise AI within a HR, Finance or Corporate services platform.
- Experience managing Workday within a post-implementation or service transition environment, including establishing support models and platform ownership.
- Experience with enterprise architecture governance, technical design assurance, cyber security review and data governance processes.
- Experience with Azure DevOps or similar tools for managing backlogs, work items, release activity and continuous improvement initiatives.
- Understanding of corporate services processes such as people management, payroll, finance, procurement or workforce planning.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5144	Vanessa Hewitt	16/07/2026	23/07/2026

