

Role Profile

Part A - Grade & Structure Information

Job Family Code	7BF	Role Title	ASC Business Systems and Information Quality Advisor
Grade	PS7	Reports to (role title)	ASC Business Systems Senior Officer
		Directorate	Adult Social Care
JE Band	228-268	Service	Adult Social Care
		Team	ASC Business Systems and Digital Team
		Date Role Profile was created	Nov-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To support the development and implementation of business systems, online tools and new technology to deliver improved business solutions. This will include the use of specifications to build systems forms and associated output documents.</p> <p>To assist in improvements to data recording and presentation, providing coaching and guidance to staff and partners so that new initiatives promote and support personal responsibility for timely and accurate recording of data.</p> <p>To participate in the testing of new applications/upgrades and new releases; supporting the development of test plans and carrying out robust testing in accordance with the delivery plan; validating training material when required to ensure suitability for the target audience.</p> <p>To support the co-ordination, implementation and communication of planned system and process changes by providing administration support and documenting as required.</p> <p>To support frontline staff via the ASC system support desk and through coaching sessions; undertaking support desk query resolution and admin actions; using the learning to help inform best practice.</p> <p>To undertake data cleansing, retention and purge and related activities to help ensure the integrity of ASC data and systems and achieve compliance with GDPR.</p> <p>To help ensure best practice and consistent data recording processes are adhered to across all teams by proactive use of data quality reports; advising and supporting teams as necessary.</p>
Work Context	<p>The post holder will be part of the ASC Business Systems and Digital Team supporting both business systems and process improvements to assist in the efficient delivery of the Adult Social Care service. The focus for improvement will reflect developments in best practice, national and local policy issues and the digital delivery of services where possible. The post holder will take direct responsibility for supporting the projects and activities that support business improvement.</p> <p>The Business Systems and Information Quality Advisor will work across the ASC Business Systems and Digital Team to support a variety of work streams and may work to different professional/work stream leads as required depending on the priorities of the whole team.</p>
Line management responsibility if applicable	N/a
Budget responsibility if applicable	N/a
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Prepare reports/statistics/briefings to meet statutory/management information requirements. • Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate. • Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services. • Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain financial, and/or stock records, and review data to contribute to resource planning. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, drawing on support and advice from others to resolve problems. • Communicate and liaise with service users and/or external contacts, representing the team/service as required. • Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives. <p>People Management</p> <ul style="list-style-type: none"> • May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Educated to A level or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. <p>Willingness to study for a relevant professional qualification if appropriate.</p> <ul style="list-style-type: none"> • For some roles a relevant degree may be required. • Good IT skills. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service. • High level administrative/organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Working knowledge of statutory framework in respect of data protection and freedom of information requirements for information systems. • Understanding of the principles that underpin the provisions of ASC services and how these need to be translated into system recording. • Ability to prepare written briefings, presentations, updates and reports and give clear advice to a wide range of groups and individuals. • Ability to plan and coordinate activities to support implementation of plans. • Ability to use problem solving approaches to identify innovative improvements and initiatives; including an aptitude for self-learning and development and a willingness to share knowledge to improve business processes and reduce errors. • Experience of project-based working including planning and undertaking development activity. • Experience of collating customer feedback on system development and business improvement initiatives. • Experience of working flexibly as part of a team, support task groups and project teams involving a range of professionals to deliver pieces of work. • Experience of supporting change and improvement initiatives and of implementing new systems/ processes • Experience of handling a range of different views, negotiating and influencing to achieve positive outcomes. • Willingness and ability to work and travel across a wide geographic area in a timely and effective manner at various times of the day in accordance with the needs of the job.
Role Summary	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services.</p>
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