

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Senior Management - System Development
Grade	S10	Reports to (role title)	Service Manager System Development
		Directorate	Children, Families, Learning and Communities
JE Band	371-438	Service	Education, Lifelong Learning and Culture
		Team	System Development
		Date Role Profile was created	Feb-19

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. This role profile 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	To initiate, scope, and plan service redesign, ensuring change drives improvements for children, young people and families. Develop and write evidenced based business cases, working closely with service leads, corporate teams (finance, procurement, legal, HR) and external partner organisations. Working with the Service Manager for System Development, identify solution based approaches to ensure barriers are overcome. Contribute as part of a project team ensuring change projects are designed and delivered on time, within budget and to the agreed quality. They will be accountable for managing, reporting and escalating risks and issues that threaten the successful delivery of an allocated project. Forward plan and horizon scan to ensure the service is prepared for changes in the national and local environment.
Work Context	The System Development Team will provide analysis and service redesign capacity to support Education, Lifelong Learning and Culture to undertake significant transformation of services and make improvements. The Service encompasses support for vulnerable learners, including children with special educational needs and disabilities and children excluded from school, school improvement, school admissions and transport, libraries and cultural services. The post holder will work flexibly across these services, and with partners in social care, health and schools, to identify and initiate opportunities for change.
Line management responsibility if applicable	up to 5
Budget responsibility if applicable	None
Representative Accountabilities	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Customer Service & Support</p> <ul style="list-style-type: none"> Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> Plan workloads and secure resources to enable the team/s to achieve a quality service. Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> May assist with budget/resource/funding management in accordance with the council policies and procedures. May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

	<p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level and complex service. Duties for all <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"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines such as HR, finance, law, marketing, communications. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to apply project management principles and techniques to manage a range of complex projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Willing and able to travel around the county to meet the demands of the role.</p> <p>Significant service redesign and project management experience essential.</p>
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>

Reference Number

BM-2019-311