

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Senior Systems Analyst
Grade	PS9	Reports to (role title)	Property Systems Team Leader
		Directorate/School	Environment, Infrastructure & Growth
JE Band	314-370	Service / Department	Land & Property
		Date Role Profile was created	Mar-24

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>This role is to support the Business Systems Team in developing, designing and implementing property systems to improve operational efficiency.</p> <p>To collaborate with stakeholders to identify opportunities for system enhancements and process improvements including systems integration.</p> <p>Plan on system administration to ensure users have access to systems and information with appropriate levels of security access is given to all internal & external users.</p> <p>To support team leader to configure, customize, and integrate software applications and assist in implementation of new systems and upgrades. Respond promptly to user inquiries and troubleshoot technical issues.</p> <p>Develop project plans, monitor progress against milestones and provide training and support to end-users to ensure effective utilization of system capabilities.</p> <p>To organise workload, manage and develop the skills of the Systems & Information Assistant.</p>
Work Context	<p>This role is part of our Strategy & Operations function in Land & Property. The service is responsible for the management of Surrey County Council's property portfolio. The portfolio is significant and diverse, incorporating over 1500 assets, valued in excess of £2bn and a Revenue budget of in excess of £35m pa. This is a wide ranging and fascinating estate, ranging from fire stations to offices, adult social care facilities to schools, farmland to libraries.</p> <p>Our service also provides high quality professional land and property services comprising asset strategy, acquisitions, disposals, capital programmes and major projects to our customers. Advise and support client and a multi-disciplinary cross functional team.</p> <p>Our team currently operates from our Woodhatch office in Reigate. However, meetings will occur at other sites to which you will be required to attend. Staff will be expected to operate in a flexible way to meet the needs of our customers and work demands, using agile working methods that allow business to be conducted from multiple locations. There is opportunity for flexible working and this can include working from home or from any of our offices.</p>
Line management responsibility if applicable	This post will have line management responsibility of a Systems & Information Assistant post.
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with organisational policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <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> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Proven experience working as a system administrator in a similar environment.</p> <p>Experience in systems analysis, design, and implementation, preferably in a public sector or local government environment.</p> <p>Qualification/certification in Power Bi and automation is desirable.</p> <p>Basic experience of using AutoCAD software.</p> <p>Experience of working with property management systems (CAFM/IWMS).</p> <p>Experience in Advanced Microsoft 365 applications (Excel, Forms, Planner, Word, SharePoint, etc)</p> <p>Experience of working with Tableau, SharePoint and Feature Manipulation Engine (FME).</p> <p>Attention to detail and good problem-solving skills.</p> <p>Analytical mindset.</p>

Role Summary	Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.
Reference Number	BM-2024-067

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