

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	ASC Business Systems Development Officer
Grade	PS8	Reports to (role title)	ASC Business Systems and Digital Specialist
		Directorate	Adult Social Care
JE Band	269-313	Service	Adult Social Care
		Team	ASC Business Systems and Digital Team
		Date Role Profile was created	Jan-20

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>The role exists to identify opportunities for improving ASC business systems and processes, initiating changes and developing solutions to ensure the efficient use of ASC core systems, working with colleagues across ASC to develop improvements and solutions in a collaborative way.</p> <p>Translate business requirements into specifications / work plans which colleagues will use to configure and build into systems. Support the planning and implementation of system upgrades, implementations of new systems in the directorate and ensure that any new systems interface with LAS and ContrOCC where necessary.</p> <p>To lead on the development of test plans for system upgrades or implementations ensuring the end to end process is covered and key stakeholders are consulted and involved as necessary.</p> <p>To work with colleagues across ASC to plan system changes in response to new business processes.</p> <p>To support the ASC Business Systems and Digital Team to deliver the work plan in accordance with business priorities.</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.</p> <p>The Business Systems Development Officer 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. The post holder will take a lead role on developing solutions/implementing a specific business process from a business systems perspective as required.</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 and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months 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"> • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. <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. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> • Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. • Oversee the work of others as the most experienced team member. <p>And/or:</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <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 standard, or able to evidence ability at an equivalent level. • Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. • For some roles a relevant degree may be required. • Excellent IT skills • Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. • High level administrative/organisational and analytical skills. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). • Experience of leading a team (where 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. • Experience of translating business requirements into specifications for systems development, working with the business to ensure needs are met and that the systems are fit for purpose. • Ability to work with a wide range of staff across the service, developing excellent working relationships to drive forward systems improvements. • Ability to plan and coordinate activities to support implementation of systems. • 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 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 may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
Reference Number	BM-2021-599