

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Systems Development and Training Officer
Grade	PS9	Reports to (role title)	Performance and Systems Manager
		Directorate/School	Children, Families, Learning and Communities (CFLC)
JE Band	314-370	Service/Department	Quality & Performance
		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. 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	Work in a team directly across both Education and Children's Service to ensure business systems are fit for purpose and relevant to the needs of the department and provide system users with timely induction and training to enable them to use electronic information systems efficiently. Work with the Performance and Systems Manager in applying responses to national and local initiatives, legislation, guidance, best practice, and innovation to maintain and develop information systems across Education and Children's service, including system configuration and system report writing. Lead on a programme of system development, providing 'end to end' solutions to business problems, including liaising with managers and other system users to develop, test and make live new recording and reporting tools. Contribute to large scale and lead on smaller scale projects within the Education and Children's information systems portfolio working to ensure that projects are completed to a high standard, meeting objectives to deliver benefits, within time and on budget. Work collaboratively with system users to proactively promote the work of the team across Education and Children's services, advising and implementing where use of information systems could enhance front-line service delivery and maintaining effective and proactive working relationships with all key stakeholders.
Work Context	The Quality and Performance Service comprises of an integrated set of strategic services which support and inform other services in the department, better engage with our partners and service users and which contribute significantly to our continuous improvement ambitions. System Development & Training Officers work collaboratively across Education and Children's, working with IT systems staff and operational system users to ensure electronic systems are fit for purpose and exploited to their maximum. They develop and maintain effective working relationships with operational staff to understand their requirements and ensure information is up to date, accurate, accessible, and understandable.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<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>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters 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 their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource management in accordance with the organisation's 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. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level/complex service. <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 be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</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"> • 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. • 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. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Authoritative understanding of electronic information and intelligence systems in children's services. Ability to maintain and develop electronic information systems to solve business problems. High level of skill in the use of software applications that support performance information and intelligence reporting. Experience of developing electronic information systems and training individuals in their use. Willingness and ability to travel around county and work outside normal office hours.</p>

Role Summary	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and 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 in 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.
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