Role Profile

Part A - Grade & Structure Information

Job Family Code	**10BF**	**Role Title**	**ASC LGR Systems Implementation Lead**
Grade	PS10	**Reports to (role title)**	**ASC Systems and Digital Team Manager**
JE Band	371-438	**Directorate / School**	**Adults, Wellbeing and Health Partnerships**
Date Role Profile was created	**Dec-25**	**Service / Department**	**Transformation, Integration and Assurance**
Agile	**Information**	DBS Requirement	**Basic**

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	This role will be key to the delivery of safe and legal systems for the new councils in April 2027. The role exists to complete essential tasks including: - Project management and planning for each of the systems to be transferred. - Coordination of tasks between stakeholders to ensure that all are completed on time. - Coordination and documentation of workstream and other meetings - Oversee the configuration of system structures (user groups, data hierarchies, workflows) to support directorate requirements in the new authorities. - Manage access and permissions, including audits of current user access, defining role-based controls, and ensuring readiness for day one operations. - Ensure systems are set up to produce high-quality information reports for compliance and data-driven decision-making. - Assist with change management activities, supporting staff and stakeholders through the transition.
Work Context	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 will be on the development and implementation of systems for Local Government Reorganisation (LGR) in April 2027. The ASC LGR Systems Implementation Lead will work across AWHP and IT&D teams to support a variety of LGR systems 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.
Line management responsibility if applicable	No line management responsibilities, however the post holder will have the opportunity to coach and mentor staff.
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • 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. Service Delivery • 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/strategy and procedures to support informed decision making. Planning & Organising • 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. Finance/Resource Management • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. People Management • 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 Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. 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. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• 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. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Deep understanding of business systems, system configuration and access requirements, ideally SystemC or Adult Social Care. Knowledge of Adult Social Care legislation and business process would be an advantage. Experience of implementing system changes to a large workforce Experience of project management with ability to deliver to time and quality constraints Ability to work with multiple stakeholders of differing technical ability and knowledge to build system requirements Experience of documenting changes and writing guidance, communications and specifications Thorough and detail-oriented, without losing sight of the overarching vision. Confident to work across stakeholders and administer complex meetings and working groups.
Role Summary	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.

To be completed by JE Coordinator

Reference Number	BM-2026-003