Post Specification

Date	June 2021
Post Group Number	PG7241
Post Title	Systems Development & Information Officer
Job Family	Org Support
Job Family Role Profile	OS11
Final Grade	Grade 11

To be read in conjunction with the job family role profile

Service Area description

Systems Development & Support, ICT Services

Purpose of this post

The Systems Development & Information Officer will take a lead role in the administration, management and development of key systems within the Council as a key Enabling Service to deliver high quality service outcomes for the customer.

Key job specific accountabilities

- To be a leading role for the support, maintenance and development of key business and case management systems, ensuring appropriate measures are in place to comply with the council's needs and statutory requirements, including on-going analysis of systems strengths and deficits to support improved service delivery within the Councils Enabling Services principles.

- To take a leading role as directed in the project management, implementation and the on-going maintenance and development of business and case management systems, some of which may be of a technical nature. Consulting with managers and users to produce agreed implementation plans, timelines etc. Develop and maintain relationships with Senior Managers, Operational Managers and others critical to the success of change projects and initiatives ensuring a data, intelligence and evidence based approach to inform timely service delivery requirements.

- To take a leading role in supporting system users to harness the technology available to them, to understand how it's use can assist and enhance their role and lead to best value services. This will include providing direct support when requested, arranging and delivering training and maintaining system guidance. They will become experts on the systems in use. To promote the benefits of use of ICT technology and associated systems and to reinforce key messages about its use and benefits. To ensure consistency in the use of systems and assist staff to understand and comply with legislative, procedural and performance requirements.

- Design, administer and update forms, views, reports, and other systems, data retrieval and access software tools to provide the required information and intelligence in the correct format that is accurate, concise, high quality and timely.

- Carry out system management functions and develop information processes to guarantee the integrity of the systems and to ensure compliance with internal and external requirements such Information and Data Security and GDPR compliance.

Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	• Not applicable
Staff Management Responsibilities	• Some oversight and provision of assistance and guidance to colleagues.
Other	• The post holder must be competent and confident in the use of management information systems, some of which may require technical skills, or access to technical support alternatives. • The post holder must have a good understanding of business processes and operational practices • The post holder must be committed to their own development.

Essential Criteria - Qualifications, knowledge, experience and expertise

- Recognised relevant qualification to NVQ Level 4 or equivalent relevant experience
- Significant experience or proven ability in respect of the service area
- Understanding of the service area and the business and the context within which it operates.
- Knowledge of Cumbria County Council ICT systems or similar
- Good Organisational and planning skills
- Good interpersonal skills including able to negotiate and influence at all levels
- Experience of responding to customer requirements and ability to implement change
- Effective communicator - Good written and verbal communication skills
- Ability to compile and analyse statistical information
- Ability to create project documentation and present to both technical and non-technical audiences
- A team player who can work effectively across boundaries.
- Ability to work to deadlines with a high degree of accuracy and attention to detail
- Ability to work individually, taking responsibility for own time.
- Knowledge of local authority performance indicators and practice issues that affect ratings.
- Knowledge of operational policy and practice impacting on use of IT systems
- Understanding of relevant procedures and legislation including GDPR and Information security.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances	
Emotional Demands	May have exposure to sensitive and upsetting information.
Physical Demands	Minimal demand
Working Conditions	Flexible working style that balances the split between office working and home working to balance the needs of business and personal preferences.
Other Factors	

- Ability to travel around the county
- Willingness to potentially work outside normal office hours to meet the requirements of the post and business needs of the service.