



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**

Standard Template

<b>JOB TITLE:</b>	Systems Development Officer		
<b>GRADE:</b>	G7	<b>SERVICE AREA:</b>	Systems Development Team
<b>JOB CODE:</b>	ASC276SYSDG7		
<b>REPORTS TO:</b>	Senior Systems Development Officer	<b>LOCATION:</b>	Council House / Civic Centre / Homeworking
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>On occasion will be required to work outside normal working hours to meet deadlines especially during periods of user community system outage.</li> <li>This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.</li> <li>Your designated place of work will be the Council House / Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term.</li> </ul>		

**Main purpose of the job role:**

- Be a member of the Social Care Systems team, holding day to day operational responsibility for the availability of functional electronic systems, to support the delivery of social care core business activity
- Responsibility for the development of social care systems which form part of the legislative framework in relation to the delivery of social care across children’s and adults services the Care Act and Children’s Act - including local and national audits; statutory reporting; national inspection regimes; case file audit and the council’s constitution financial controls linked to the validation and payment process for services delivered
- Develop positive relationships with internal and external system users across the health and social care economy, involving significant time spent communicating and directing users, in order ensure electronic systems available are both compliant and meet business need
- Lead on the development of system functionality and configuration to appropriately underpin changing legislative needs and requirements and underpin operational business, across both children and adults social care
- Implementing system upgrades, including planning user acceptance testing, in order to ensure minimum disruption to operational business and maximised systems operability
- Responsibility for the development of guidance and procedural maps for the whole of internal and external systems user community, alongside publishing learning material required

**2. Role specific duties and accountabilities:**

- Continually develop social care electronic systems to ensure appropriate alignment with organisational objectives, priorities and direction of travel
- Responsibility for the development and ongoing currency of all system configuration maps, including detailed logs, so as to ensure all system changes and developments are auditable and recorded
- To work alongside a range of stakeholders, including senior leaders to support the implementation of transformation; commissioned service and practice changes. Supporting business leaders to translate changes into system developments which in turn can be underpinned by re-configured solution designs
- Contribute to monthly business user community groups, as part of the system governance process, both supporting and challenging business areas in the impacts and potential opportunities in areas of systems development, as well as responding to system change requests

- Lead on the development, testing and implementation of multiple system interfaces, working with the core solution provider and other external stakeholders across the health and social care economy in order to operationalise automated and GDPR compliant system data exchanges
- Contribute to maintaining document management and retention protocols, including undertaking system audits, to ensure ongoing compliancy
- Undertake routine data integrity and auditing of compliant system usage
- Maintain effective working relationships with corporate colleagues - in particular ICT - to ensure ongoing system developments are technically supported and tested appropriately prior to implementation
- Review learning and training material to ensure accessibility, accuracy and currency for the user community
- Detailed understanding of adult and children's social care system built processes, in order to design and build electronic solutions produced detailed system process maps
- Complete end to end system testing across ongoing system developments, testing enhanced functionality and system changes, then updating training packages
- Deliver second line support service, acting as an escalation route from first line support in order to respond to and resolve end user system problems
- Work with system suppliers to resolve identified system issues and contribute to the functional redesign and enhancement process including establishing and liaising with user groups, systems testing and implementation
- Identify live software issues and refer these to the software supplier(s) as necessary and provide appropriate supporting documentation where required
- Undertake the maintenance of system administration tasks for the Directorates main business systems to ensure that records are managed accurately and that data quality is high
- Plan the development and extension of current applications usage across Directorates, to ensure that use of unsupported systems is minimised and data is appropriately managed
- Work in close collaboration with ICT to ensure business cases are made, plans created and changes delivered to time
- Contribute to solution provider contract and relationship management meetings
- Promptly respond to any system outage and failure issues – working with Corporate IT support services; system providers – ensuring downtime is minimised and users are fully informed
- Responsibility for confidential handling of all personal data, report any suspected misuse
- Review and respond to all system change request documentation submitted via the internal system user community and agenda ready for user group approval, as part of internal governance processes
- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.
- Contribute to the development and review of management information systems in planning and monitoring the team activities
- Contribute to the providing internal and external stakeholders with accurate management information to support project completion and transformational change.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive



JOB TITLE: Systems Development Officer	GRADE G7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b>		
Effective written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to both internal management and external customers or providers of services	A/I	3
Ability to work autonomously and under pressure	A/I	3
Ability to complete competing priorities	I	3
Ability to build strong relationships internally and externally to enable supportive challenge across systems user community in order to achieve maximised benefit	A/I	3
Ability to demonstrate advance IT skills in system development and design	A/I	3
Ability to interpret complex and specialist business processes and procedures in order to inform system solution design development	I	
Ability to deliver with skill and patience a first line system user community responsive support service	A/I	3
Ability to explain technical systems and processes to non-technical staff and relate these to core business processes	A	
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Knowledge of the development of Social Care electronic recording solutions	I	3
Manage time and prioritise work to maximise productivity and effectiveness	I	3
Experience of working within a high volume, information processing environment	A/I	2
Knowledge and experience in the use of programming language to develop IT solutions	A/I	3
Knowledge and skills in at least one area of: <ul style="list-style-type: none"> <li>• information management</li> <li>• system development</li> <li>• data quality and information governance</li> </ul>		

Experience of making critical decisions with skill	A/I	3
Experience and extensive knowledge on information system development	A/I	3
Experience of handling confidential personal data	A/I	3
Understanding and knowledge of social care legislation	A	
Knowledge of ICT project management (including testing, acceptance, service introduction and benefits realisation) in a complex organisation.	A	
Experience of system based process mapping	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Evidence of achievement in higher education study in a relevant area such are business or information systems HND or equivalent or extensive workplace experience in social care system development	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
<b>Prepared by:</b> A Doyle	<b>Date:</b> 03/21	