

## Job Description

<b>Job Title</b>	Systems Lead Officer
<b>Grade</b>	PO1
<b>Reporting To</b>	Team Manager – Systems
<b>JD Ref</b>	BUS

### Purpose

Responsible for the development and configuration of information and financial systems, this includes system's analysis and design methodology and implementation.

### Main Duties And Responsibilities

#### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

#### Team Leadership and Management:

- Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
- Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
- Through continuous improvement strengthen the tools, practices and impact of the service.
- Provide leadership and support to the systems and information team relating to the configuration of information / financial systems.
- Provide effective configuration and design technical expertise to the team.
- Lead role in new systems development programmes.
- Manage staff that provide 1st and 2nd line response and issue resolution for systems by taking ownership of more complex issues, or those affecting multiple users.

#### Communication, Engagement and Training:

- Represent the Council at relevant national user group meetings.
- Ensure subordinates are clear on staff training needs and are developing, managing and evaluating training courses appropriate to the needs of staff. Ensure that all training materials are regularly refreshed to ensure that they remain current, accurate and keep pace with product developments and service priorities.
- Ensure subordinates are managing the user accounts of all supported systems and have appropriate access.
- Identify service development and quality initiatives to meet Service, Departmental and Corporate requirements informed by research, best practice, statutory requirements/guidance and consultation with stakeholders.
- Co-ordinate quarterly user forums lead the agenda setting process and stimulate discussion to inform system design work.

### **Data Analysis and Decision-Making:**

- Examine existing IT systems, analyse systems requirements, undertake product development and implement, configure and test feasible solutions.
- Overall responsibility for analysis, identification and resolution of system configuration issues (UAT Bugs) for information / financial systems within the Adults Department.
- Accurately research, collect and document the configuration processes.

### **Performance Management:**

- Provide appropriate status and progress reporting to senior staff. Ensure agreed configuration changes/system outages are communicated to all relevant staff.

### **Compliance:**

- Design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements, all with the aim of improving business efficiency and productivity linked to quality assurance checks and audits.
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.

### **Other:**

- Any other duties commensurate with the grade.

## **Role Specific Knowledge, Experience And Skills**

### **Qualifications**

- Minimum of NVQ 3 e.g. Edexcel Level 3 Diploma in IT User Skills or equivalent and/or substantial experience.

*Desirable - Professionally qualified e.g. ICT Systems and Principles for IT Professionals (7630).*

### **Knowledge & Skills**

- Detailed understanding of the relevant professional, regulatory, statutory and corporate frameworks/standards.
- Up to date knowledge of the work practices, systems, processes and procedures.
- Sound analytical and problem-solving capability.
- Excellent understanding of information / financial case management systems.
- Ability to plan and organise a range of activities and priorities within a focused area of service.
- Ability to operate within a complex service area.
- Ability to present clearly and persuasively financial and general information.



**ACCOUNTABLE**



**AMBITIOUS**



**RESIDENT  
FOCUSED**



**PROFESSIONAL**

*Desirable* - Able to influence based on clear technical knowledge and information.

- Plans own work and work of others over months.
- Detailed knowledge of systems.
- Excellent understanding of information recording / financial processes in relation to the Families and Wellbeing Directorate.
- A sound knowledge of Data Protection principles and practices.

### **Experience**

- Proven experience of delivering information/financial case management services.

*Desirable* - Experience of project management processes and procedures.

## **Additional Information**

There may be the occasional need to work out of hours to support the implementation of new or upgraded systems.

### **NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the job role holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the job role holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

### **Health & Safety Considerations:**

- Work with VDUs (Video Display Unit) (>5hrs per week)

**Approved By: Rebecca Doyle, Head of Business Applications**

**Date Of Approval: 05/03/2025**



**ACCOUNTABLE**



**AMBITIOUS**



**RESIDENT  
FOCUSED**



**PROFESSIONAL**