

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources	Job Ref Number: 03817
Service Area: Corporate Systems	Grade: G7
Job Title: Corporate Systems Development Officer	

Purpose of the Job:

Support on all developments of the Council's corporate systems by closely liaising with the relevant directorate service areas to guide, plan, develop and deploy application changes. Ensuring to reflect the differing and changing needs of the end users taking in to account that the system development balances the needs of all stakeholders whilst promoting lean and efficient operations.

Develop, test and promote changes through the system environments following the governance and change management processes.

To provide advice and guidance to system users and key stakeholders on future developments to the Council's corporate systems.

Supporting the corporate systems development lead on the testing of all major and minor upgrades to the Council's corporate systems.

Work closely with support and operational colleagues to ensure correct use of systems by all users is incorporated into operational procedures.

Specify detailed system requirements and work closely with Operational IT and Information Assurance teams to deliver the requirements and track progress.

To collaborate with the relevant directorates, system providers and strategic partners to promote and improve information, advice and the effective use of the Council's corporate systems.

Contribute to the delivery of outcomes for the commissioning strategies. Assist, as appropriate, with:

- The implementation of new commissioned services and any redesign of existing services, performance review frameworks and joint review processes.
- Developing and maintaining strong, positive working relationships across service areas, with providers and partners.

Embed new ways of thinking and working to develop and maintain strong, positive working relationships across service areas, with providers and partners. Look for synergies and efficiency savings across all areas and ensure value for money is considered at all times.

Ensure that the integrity of the Council's corporate systems is upheld in line with standard operating procedures and associated business processes.

Participate in activities which contribute to organisational and service specific improvement and support the Council's strategic objectives and transformation goals.

Deputise and provide cover for the development lead during periods of holiday and absence to ensure business as usual continuity and HR support.

TEAM STRUCTURE:

Corporate Systems
Development
Lead(s)

Corporate Systems
Development
Officer(s)

MAIN DUTIES:

1	To assist with the management, planning, development and deployment of application changes for the Council's corporate systems, reflecting the differing and changing demands of the systems end users and development roadmaps from product suppliers. Working with service areas, IT team and system suppliers on incidents, issues and changes which may involve significant change in working practices for the staff involved.
2	Provide technical and development expertise for the delivery of the service and any associated projects. Assisting the corporate systems support teams with queries, problems and major incidents including technical investigation, analysis and resolution or escalation to third party system suppliers. Recording all incidents and requests activity on the corporate systems call management application, both locally and with the system providers where necessary.
3	To deliver the implementation and testing processes for the Council's corporate systems fixes, changes and upgrades. Ensure that comprehensive and collaborative testing has successfully taken place and evidenced prior to sign-off ready for deployment to the Live environments.
4	Develop and maintain a library of documentation relating to procedures and processes for application development and change control. Ensure that the Council's corporate systems build documentation remains current, reflecting system changes and on-going system developments.
5	To keep up to date with and advice on the future direction of the corporate systems from system suppliers, and the impacts these may have on the service.
6	Provide expert advice and guidance for own area of expertise to support service areas and strategic partners.
7	Advocate high levels of quality in maintaining the data within the Council's corporate systems, using expertise, knowledge and working within the agreed governance frameworks to uphold the integrity of data.
8	Work with the users of the Council's corporate systems, mapping "as-is" business processes for specific system functions, to inform future system developments and advise on recommended use of the systems as agreed by stakeholder groups.
9	Liaise with corporate systems management in relation to the Council's corporate systems and their inter-related systems ensuring that operational service levels are delivered to provide robust and reliable systems.
10	Develop own knowledge and understanding of the Council's corporate systems processes, through proactively using all available resources. Implement change through best practice and knowledge sharing. Ensuring to take responsibility for remaining up to date on system updates, upgrades and resulting impact on system users both internal and external to the Council.

11	Support and contribute to project groups as required, such as system champion forums and system & process groups.
12	Strive to deliver excellent customer service, incorporating the Council's equality & diversity objectives and supporting the council to achieve best practice in all it delivers.

13	Act as a role model to create a forward thinking and positive environment which is receptive to change. Help others manage uncertainty and respond positively and creatively to changing expectations.
14	Remain up to date and compliant with all relevant GDPR legislation, organisational procedures and policies to uphold standards of best practice.
15	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

Person Specification:

Requirements	Where identified*	Essential	Desirable
Experience and understanding of the systems used within the Council's corporate systems service or similar systems.	A/I	✓	
Experience of configuring and developing complex functional, transactional and information systems/applications with practical experience in local government Social Care Case Management and/or Financial and HR processes and procedures.	A/I	✓	
An understanding of concepts underpinning complex workflow-based corporate systems.	A/I		✓
Ability to recognise the impacts of the Council's corporate systems across the entire range of Council services – Implications for operation of the business	I		✓
Ability to produce and maintain detailed documentation for system configuration build, testing, change control and process and procedures.	A/I	✓	
Experience of successfully delivering system upgrades within agreed governance and timescales	A/I	✓	
Information Technology Infrastructure Library Foundation Qualification	A		✓
Demonstrates proactive team working and collaboration with others, role modeling the belief that the whole of the team is greater than the sum of individual efforts	I	✓	
Ability to adapt to new areas of work and take on tasks/duties outside of their field of expertise, recognising when supervision or support is required	I	✓	
Ability to work under pressure to tight deadlines to produce high quality work and the ability to influence and negotiate with stakeholders.	A/I	✓	
Ability to remain calm and assured in the face of system user frustration and manage any conflict professionally to produce positive outcomes.	I	✓	

Able to communicate technical information to nontechnical system users, clearly outlining requirements and implications.	I	✓	
Advanced knowledge and level of skills in a range of IT packages within a Windows environment, including Microsoft Word, Excel and PowerPoint. A familiarity with internet technology and the ability to transfer existing IT knowledge and skills to unfamiliar software packages.	A/I	✓	
Understanding of good IT system governance practices.	I	✓	
A good recognition of the requirements of GDPR, and information assurance.	I	✓	
Ability to work in a fast-moving environment with challenging deadlines, where priorities are subject to change at short notice.	A/I	✓	
Advanced knowledge of the Council's policies, aims and objectives and relevant commissioning strategies.	A/I		✓
Ability to work independently and use own initiative without daily supervision and to manage competing demands on workload.	I	✓	
Contributes to the development of colleagues through the provision of timely, constructive feedback and by willingly sharing own skills, knowledge and networks	A/I	✓	
Excellent interpersonal skills with the ability to communicate effectively both orally and in writing with a range of audiences, including system users, colleagues	A/I		
and other professionals.		✓	
*A = Application form T = Test/Assessment I = Interview			

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.