

Job Description and Person Specification

Role: Schools Digital Systems Officer



Job Description

Job Title	Schools Digital Systems Officer
Grade	7
Service	Digital Services
Reports to	Systems Lead
Location	Floor 9, One Friargate
Job Evaluation Code	A6178



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Our School Systems Officers help Coventry Schools to realise the benefits of the systems they have purchased to improve, school administration, teaching and learning.

- Improve and extend the use of MIS systems across supported schools and academies, ensuring they meet the needs of the education sector and comply with statutory requirements.
- Provide comprehensive MIS advice, guidance, consultancy and support to customers, for SIMS and Bromcom and eventually for Arbor too.
- Deliver high-quality training, both face to face and remote, on various aspects of MIS systems, such as new functionality, data analysis, reporting, and statutory processes.
- Respond to support requests in a timely and professional manner, resolving issues and providing solutions.
- Produce and maintain detailed documentation to support schools with key processes including statutory data returns, such as School Census, Workforce Census, and End of Key Stage.
- Represent the schools' interests and feedback in national forums and networks, liaising with MIS suppliers, local authorities, and other stakeholders including internal Coventry City Council teams.

Main Duties & Key Accountabilities

- Responsible for MIS advisory, support and consultancy services relating to school systems to include, ESS SIMS, Bromcom and other systems.
- Deliver and maintain Incident Management, Problem Management, Service Request Fulfilment processes and check that requests for support are dealt with according to agreed procedures and KPIs.
- Responsible for the team's overall performance in relation to incidents, problems and service requests logged by customers for own portfolio of systems.
- Deliver and maintain change management activities relating to own portfolio of systems.
- Develop and maintain procedures and documentation for MIS Advice services including skills and capability development plans.
- Deliver consultancy services with customers to extend or improve the use of line of business systems.

- Identify system enhancements to improve business performance through analysis of user issues, incidents, problems, new functionality, local and national educational initiatives and statutory requirements.
- Represent and advocate for the interests of supported schools in local, regional and national user groups, with suppliers, internal City Council departments and other stakeholders as necessary.
- Using a variety of sources, identify user requirements to develop and deliver training materials, courses, conferences, user groups and webinars using a variety of delivery methods.
- Keep up to date with changes in the education sector and how they relate to the use of Systems by schools, ensure that these changes are communicated to customers effectively.
- Maintain procedures, documentation and contribute strongly to internal records and for customer facing knowledge base.
- Develop, contribute to and maintain support plans for systems including all the activities needed to support and maintain systems including managing the application roadmap of scheduled product upgrades, updates, refreshes, and major software patch, firmware, or service pack releases.
- Manage the renewal activities for customers subscribing to the Service Level Agreement, providing advice and guidance to schools on what services are available and ensure that income targets met.
- Track service delivery from 3rd party maintenance/support services and ensure expenditure is tracked, monitored and delivered against SLA's and contracts and that the Council receives value for money from 3rd party suppliers.
- Liaise and maximise service relationships and contracts with internal partners and external vendors, suppliers and local and national partner organisations in the delivery of MIS Advisory Activities.
- Provide advice and guidance to customers and other ICT staff on System Issues and resolutions.
- Ensure that management processes, tools, techniques and personnel are in place to ensure that the transition of new applications into support are planned and compliant with Digital Services policies and methods.
- Provide authorisation for critical MIS Advisory activity and a point of escalation for customers and colleagues.
- Maintain and develop the portfolio of skills and capabilities required to develop and enhance the support services provided.
- Provide advice and guidance to Systems Management Analysts and to other Digital Services staff on the application management issues and resolutions.
- Provide out of hours service as required and agreed with ICT Management

General Duties and Responsibilities:

- Maintain, demonstrate and promote a culture of customer service.
- Communicate effectively, formally and informally, with colleagues, subordinates and users.
- Be accountable for actions and decisions taken.
- Have responsibility for an area of work, including technical, financial and quality aspects.
- Influence organisation, users, suppliers and peers on area of own specialism.
- Develop business relationships with users and customers.
- Understand the relationship between own specialism and wider Council and school objectives.
- Perform a challenging range and variety of complex technical or professional work activities.
- Advise on available standards, methods, tools and applications relevant to own specialism.
- Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- Demonstrate leadership.
- Take initiative to keep skills up to date.
- Mentor more junior colleagues.
- Maintain an awareness of developments in the industry.
- Advise on scope and options for continuous operational improvement.
- Demonstrate creativity and innovation in applying solutions.
- Commitment to acquiring and sharing business and technical skills and knowledge.
- Demonstrate professional attitudes (e.g. customer focus, value for money).
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Coventry LA Schools and Academies Education Software Solutions Bromcom Computers PLC Arbor Education	Other Digital Services Teams Education Data Team Schools Finance Team

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: 2x Systems Management Analysts (Grade 5)

Person specification

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Knowledge	
In-depth understanding of relevant ICT standards.	
In-depth knowledge of statutory requirements on data collections in schools.	
In-depth knowledge of the Local Authority arena.	
In-depth knowledge of the English state education sector as it pertains to school administration and data.	
Good understanding of current and emerging Information Systems Technologies including Application Web Services, SaaS, Cloud Computing Services and traditional Client Server Computing.	
Good understanding of how people learn.	
Good understanding of requirements of delivering high quality consultancy services.	
Good knowledge of service delivery, SLA's, and contract management of 3rd party suppliers.	
In-depth knowledge of relevant data protection legislation.	
Skills and Abilities	
Excellent communication skills by written oral and electronic means appropriate to the relevant audiences	
Excellent stakeholder management skills (e.g. interpersonal / influence / negotiate)	
Able to advise on the available standards, methods, tools and applications relevant to MIS Advisor services	
Able to assess and advise on the scope of options for process improvements across school MIS systems	
Ability to build and maintain critical working relationships	
Demonstrate proactive approach to the management of applications	
Demonstrate effective people management skills	
Demonstrate leadership in line with Coventry Manager principles and values	
Ability to write and review effective documents	

Ability to deliver high quality service under pressure
Ability to create and deliver presentations and training materials
Ability to travel to different schools across the city of Coventry
Experience
Experience of working with or in an English state school either maintained, non-maintained or academy.
Evidence of delivering high quality, major ICT solutions to a diverse workforce
Experience of working in a customer-focused ICT organisation
Experience of managing staff effectively
Evidence of realising benefits
Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
Experience of delivering training courses, webinars, conferences.
Qualifications
Higher / further / appropriate educational qualification(s) or demonstrable equivalent experience.
Evidence of commitment to continued personal development.
Accreditation in the use of Bromcom, ESS SIMS and/or Arbor is advantageous but not essential.
Special Requirements
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

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