Job Description and Person Specification

Role: User Support & Systems Development Lead

Job Description

Job Title	User Support & Systems Development Lead
Grade	6
Service	Business Systems & Continuous Improvement
Reports to	Business Systems Manager (ASC)
Location	One Friargate, Station Square, Coventry, CV1 2GN
Job Evaluation Code	

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

1. To provide high quality business systems and management information that assists with delivering improved outcomes for vulnerable adults and the effective management of risk and financial and physical resources through the development of integrated systems, processes and practices across the workforce throughout the city.

2. To provide expert support to the users of the Directorates main business systems to ensure good quality and timely record-keeping and effective use of financial and physical resources.

3. To lead the user support and development function and plan and direct the day-to-day operations and priorities of the team.

4. To lead on development of systems, users and process projects to ensure the systems are up to date, relevant and supportive of the work and priorities of the Adult Social Care department, its staff and customers.

5. To lead on the development, co-ordination and delivery of learning and development solutions in relation to the Adult Social Care departments main business systems and to identify and analyse the requirement and contribute to the design of quality standards, systems and processes.

6. To support the development of the Adult Social Care departments performance information and to develop processes, guidance and systems solutions to ensure its continuous improvement.

Main Duties & Key Accountabilities

Core Knowledge

- Lead Business Systems functions including support desk, projects and direct the activities and
    - Plan, implement and monitor annual programmes of work and development; agree priorities for these programmes with senior managers, stakeholders and customers.
    - Ensure systems are developed in response to statutory reporting requirements and that this is completed on time.
    - Deliver an efficient and responsive support service.
    - Develop staff and promote a learning environment within the team and across all system users within the Adult Social Care department including the development of training programmes and the translation of legislation and guidance into business process, systems and user training.
    - Recruit and retain quality staff to support planned programmes of work.
    - Maximise the availability and effectiveness of the user support function.

- Lead the delivery and support of the Adult Social Care departments main business systems including:
  - Developing links between the main information systems within the department, including the financial management system, whilst building the link with partner agencies, to improve the flow of information across integrated health and social care operational services. Develop these information systems to support both new and existing areas of work more efficiently and effectively.
  - Specify and commission changes to the system from suppliers to meet changing business needs.
  - Effective liaison and communication between team members, with staff in the directorate, lead officers using these information systems, ICT staff, system suppliers, local partners providing and relevant central government departments.
  - Ensure system and system user compliance with legislative and corporate information systems and data handling processes and procedures
  - Leading user groups and forums.
- Ensure data quality and availability, performance reporting and system delivery is consistently maintained. Develop data warehousing solutions and performance dashboards which support the performance management of the service.
- 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.
- Plan the development and extension of current application use across the Directorate 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.
- Develop and maintain close links with corporate colleagues - in particular ICT - to ensure ongoing system developments are technically supported and tested appropriately prior to implementation.
  - Membership of appropriate Project Boards.
  - Development of Business Cases and other corporate policy documentation to ensure best practice in use of the system and procurement of additional resources.
  - Facilitate system change management processes (workshops, statements of requirements, business cases) to ensure changes are clearly specified, thoroughly tested and clearly communicated to and by staff.
  - Maintain close liaison and co-operation with ICT to ensure resources are available to plan and support upgrades.
- Advise the Head of Business Systems & Improvement and/or Business Systems Manager (Adults) where business process changes and organisational restructuring may affect information systems recording and vice versa and how to make best use of the systems following the changes.
- Advise relevant managers, where management information indicates performance issues and develop solutions for further monitoring and to assist others with performance improvement. Help the department to be a "learning organisation".
- Facilitate collaborative working with key stakeholders and lead practice-based meetings to ensure that system developments promote good practice and Service Managers are provided with advice and guidance to enable the systems to be used to their full potential in accordance with the relevant policies including:
  - Maintaining an up-to-date knowledge of the systems' capabilities and limitations and the potential for future developments which support and/or impact on the service.
  - Ensure training needs are understood and that training is made available to staff that require it in a timely manner.

- Where required attend product development events to represent Coventry City Council to ensure compliance with system processes and that Coventry is kept up to date on the latest developments and Coventry's views, interests and priorities are communicated in a way which achieves a positive outcome for Coventry. This includes market testing and networking with other authorities using the same systems to ensure best practice is developed and shared across the country and to identify similar needs and interests and use these to achieve effective cost-efficient system developments.)
- Develop and review Practice Guides, training schedules and courses to incorporate new system and business processes. Design workshops which champion good use of the system and promote a consistent approach to using the new areas of the system including:
  - Consultation with users and managers to ensure the information system supports users in their practice.
  - Chairing User Groups to facilitate two-way communication between users and user support.
  - Reviewing and developing training provision either in classroom settings or through eLearning and user manuals and quick reference guides and procure additional training
- Develop, manage and analyse incident log systems to enable review of incident levels & patterns and develop proposals in response to these trends. Regular highlighting of areas of risk to the People Directorate.
- Deputising for the Business Systems Manager.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Adult Social Care Case Management System Supplier Other Local Authorities	Digital Services Performance Team Adult Social Care operational teams Commissioning team Corporate Finance team Financial Operations team Financial Assessments 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:
Business Systems Development Officer

Person specification

Job Evaluation Code	

Knowledge

Knowledge of current policy and practice relating to social care, local government and partnership working.
Demonstrable understanding of the principles and practice of performance management and continuous service improvement in a complex organisation
Good understanding of the effective use of data, performance information and analysis to inform decision making
Knowledge and understanding of statutory requirements and good practice in relation to best value and performance management
Expert knowledge of Information Systems
Knowledge of ICT project management (including testing, acceptance, service introduction and benefits realisation) in a complex organisation.

Skills and Abilities

Excellent communication skills including the ability to communicate clearly and concisely both orally and in writing and to make presentations to groups of all levels.
Excellent interpersonal skills and the ability to develop, build and maintain effective working relationships with a wide range of staff and third parties.
Excellent negotiation and influencing skills
Ability to explain technical systems and processes to non-technical staff and relate these to core business processes
Ability to interpret complex and specialist business processes and procedures of other areas and relate these to own area of work.
Ability to work to tight, conflicting schedules and plan and prioritise own and other's workload to meet deadlines.

Experience

Experience of successful working in a performance management, systems management or programme management environment
Experience of using and developing IT solutions to hold, manage and distribute information and communicate effectively.
Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)
Experience of managing staff effectively

Qualifications
Evidence of commitment to continued personal development.
Special Requirements
None

Date Created	June 2021	**Date Reviewed**	July 2014