Job Description and Person Specification

ONE COVENTRY Values

OPEN AND FAIR · NURTURE AND DEVELOP · ENGAGE AND EMPOWER · CREATE AND INNOVATE · OWN AND BE ACCOUNTABLE · VALUE AND RESPECT

Coventry City Council | ONE COVENTRY

Job Description

Job Title	Business Systems Manager (Children's)
Grade	8
Service	Business Systems & Continuous Improvement
Reports to	Head of Service – Business Systems and Improvement
Location	One Friargate
Job Evaluation Code	L3969D

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 / Output

. Job Purpose:

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

2. To support the users of these information systems to ensure good quality and timely record-keeping and effective use of corporate financial and physical resources.

3. To lead the business systems function and plan and direct the day-to-day operations and priorities of the team according to customer needs.

4. To manage the development of the Directorates main business systems to ensure the systems are up-to-date, relevant, and supportive to the work and priorities of the directorate, its staff and managers and the Local Authority as a whole.

Main Duties & Key Accountabilities

Core Knowledge

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

Main Duties and Responsibilities:

1. Manage the Business Systems (Children's) Team and direct the activities and priorities of staff to meet varied and multiple objectives within identified timescales.

    - Plan, implement and monitor annual programmes of work and development; agree priorities for these programmes with senior managers, stakeholders, and customers.

    - Ensure statutory reporting requirements are completed fully and on time.

    - Deliver an efficient and responsive ad hoc reporting support service.

    - Develop staff and promoting a learning environment within the team.

    - Recruit and retain quality staff to support planned programmes of work.

    - Maximise the availability and effectiveness of the User Support function.

2. Deliver and support the Directorates main Children's Services information systems, LCS (Protocol) & EHM. Ensure data quality, performance reporting and system delivery is consistently maintained across Children's Services.

    - Develop links between the main information systems within the Directorate.

    - Develop these information systems to support both new and existing areas of work in the directorate 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, and relevant central government departments.

    - Ensure system and system user compliance with legislative and corporate information systems and data handling processes and procedures

3. Work with the system supplier to specify and develop new elements of the system and introduce these to staff and partner agencies that are not currently users and plan the method of implementation.

4. Plan the development and extension of current uses of systems across related functions so that one system is used for all these functions. Work in close collaboration with ICT to ensure business cases are made, plans created, and changes delivered to time.

5. Track and manage systems development project budgets

    - Ensure budgetary control is maintained and that effective and efficient use is made of supplier service pack credit.

6. 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 ICT and People Directorate Project Boards.

   - Prepare or contribute to 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 cooperation with ICT to ensure resources are available to plan and support upgrades.

7. Advise senior managers and Director 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.

8. Advise senior managers and Director 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".

9. Facilitate collaborative working with key stakeholders and lead on business systems at 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.

   - Maintain 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.

10. Attend local government and supplier 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 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.

    - Attend supplier systems development user groups.

    - Participate in other supplier-led and peer LA-led events, telephone conferences and web conferences to ensure Coventry is kept up to date with system developments and priorities and that Coventry influences the direction, specification, and priority of future changes.

11. 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.

- Consult with users and managers to ensure the information system supports users in their practice.
- Support User Group meetings to which facilitates two-way communication between users and user support.
- Review and develop training provision either in classroom settings or through eLearning and user manuals and quick reference guides and procure additional training

12. Prepare and deliver reports for Children's Services Leadership Team and Cabinet Member and attend senior management team meetings and Cabinet meetings where required.

- Develop reports to support senior managers.
- Develop innovative ways of presenting performance data for all users of the system to enable a better understanding of the links between practice and outcomes.

13. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected

- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

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

Key relationships

External: IT suppliers, Integrated Care System (ICS)	Internal: Children's Services, Education, Youth Services

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 & User Development Lead,**

- **User Support & Development Officer,**

- **Business Systems Development Officer,**

- **Business Systems Apprentice**

Person specification

Job Evaluation Code	L3969D

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 Social Care 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 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

• A degree in Information Systems (or similar) and/or substantial experience in an ICT or social care setting.
• Evidence of commitment to continued personal development.
Special Requirements
Enhanced DBS Check with Children's Barred List

Date Created	May 2019	**Date Reviewed**	November 2022