

Job Description and Person Specification



Job Description

Job Title	Business Systems Manager (Adult Social Care)
Grade	8
Service	Business Systems and Continuous Improvement
Reports to	Head of Service Business Systems and Continuous 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

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

To support the users of these information systems to ensure good quality and timely record keeping and effective use of council resources.

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

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

- Manage the Business Systems Team and direct their activities and priorities to meet varied and multiple objectives within identified time-scales.
- 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 function.
- Develop staff and promote 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.
- Deliver and support the Directorates main information systems, including Case Record Management Systems and Finance.
- Ensure data quality, performance reporting and system delivery is consistently maintained across Adult Social Care.
- Develop links between the main information systems within Adult Social Care wherever possible.
- 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.
- Ensure effective liaison and communication between team members, with staff in the directorate, lead officers, ICT staff, system suppliers, local partners and relevant central government departments in relation to these information systems.

- Ensure system and system user compliance with legislative and corporate information systems and data handling processes and procedures.
- Work with the system supplier to specify and develop new elements of the system where required. Introduce these to staff and partner agencies that are not currently users and plan the method of implementation.
- 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 Digital Services to ensure business cases are made, plans created and changes delivered to time.
- 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.
- Develop and maintain close links with corporate colleagues - in particular Digital Services - to ensure ongoing system developments are technically supported and tested appropriately prior to implementation.
- Membership of appropriate Digital and Adult Social Care 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 Digital Services to ensure resources are available to plan and support upgrades.
- 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.
- 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”.
- 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.
- 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.

- 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.
- Chair the CareDirector User Group 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.
- Prepare reports for senior management and Members where required.
- 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External ICS – regarding Integrated Care Records Coventry and Warwickshire ICB	Internal All internal ASC Teams Digital Services Childrens Business Systems Team Insight Team (Public Health)
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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

Learning and Development
and User Support Officer

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 and/or substantial experience of managing a case record management system in a social care setting.

Evidence of commitment to continued personal development.

Special Requirements

This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Created	February 2023	Date Reviewed	October 2024
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