

## Business Systems and Development Officer

### Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

#### Essential

Able to:

1. Demonstrate a comprehensive understanding of revenues and benefits
2. Research, develop, model and implement business technology solutions to improve service delivery and reduce cost
3. Implement and maintain online business portals
4. Work accurately under pressure and use own initiative to plan, manage and prioritise conflicting demands and workloads to ensure tasks are completed accurately, within prescribed timescales
5. Demonstrate a proven track record of developing and maintaining positive working relationships with colleagues and stakeholders, both internal and external
6. Demonstrate an understanding of the Council's Equalities policy

Experience of:

- Working within a revenues and benefits systems environment
- Providing advice, guidance and support on complex areas of business systems
- Excellent working knowledge of Northgate revenues and benefits system,
- Contributing to and embedding cultural change in the workplace
- Contributing to continual business process improvement to deliver efficiency
- Working within a customer focused environment
- Analysing complex system information and data to develop solutions to improve service delivery
- Excellent ICT and keyboard skills including use of Microsoft application
- Working in a constantly changing environment

#### Desirable

- Experience Civica DMS, Civica and/or Capita payment engine, Achieve forms, service portals and website development

### Part B

The following will be explored further at the interview:

1. Knowledge and experience of revenues and benefits business systems
2. Ability to develop and implement business technology solutions
3. Research and analytical skills
4. Approach to relationship management
5. Approach to managing workload to meet deadlines
6. Approach to managing change within a working environment
7. Communication and interpersonal skills
8. Approach to embedding Equalities Policy in your day to day role