

Northumberland County Council

JOB DESCRIPTION

Post Title: Business System Team Leader	Director/Service/Sector: Finance Group/ Financial Services/ Revenues and Benefits		Office Use
Band: 7	Workplace:		JE ref: 172
Responsible to: Revenues and Benefits Manager	Date: 28 January 2009	Manager Level:	HRMS ref: FS4.5
Job Purpose: To manage the System Support team within the Revenues and Benefits Section with the administration of the IT systems used by the Revenues and Benefits Section and to support the Revenues and Benefits Managers on all IT related issues.			
Resources	Staff	1 FTE	
	Finance	Shared responsibility for monitoring spend and authorising expenditure	
	Physical	Office equipment	
	Clients	Assist with the development of policies and procedures for housing and council tax benefit claimants NNDR Payers and Council tax payers	
Duties and key result areas: <ol style="list-style-type: none">Responsibility for the administration of and set up of all Revenues and Benefits computer applications, in association with the Revenues and Benefits Managers, including user administration, security access, DTI.Maintenance and management of all hardware and software support systems in the Revenues and Benefits section.Setting up and maintaining batch schedules. Resolution of any batch failures including trouble shooting errors on file transfers and print jobs.Implement software upgrades, patches and fixes in conjunction with the Revenues and Benefits Managers and ensure that all release notes are stored and distributed electronically.Evaluate staff development needs, conduct staff appraisals and arrange appropriate training and development.Assist in the development of policies, procedures, strategies in accordance with the service's business plan and objectivesLiaison with the ICT service and the Financial Services Systems Administration Team.Provide the required information to assist with the completion of benefit subsidy estimates and the final subsidy claim.Create test plans and organise the testing of new software releases and ensure that all staff are adequately trained in respect of new functionality.Provision of Ad hoc reports from the Revenues and Benefits computer applications.To provide statistical analysis to enable government returns to be completed and returned.Provide support and assistance to other members of the system support team.Manage the team in accordance with the Council's policies and procedures, in particular sickness, disciplinary and grievances, staff development and training, equality and diversity, health and safety, and any policies relating to the team's specific area of work.Participate in meetings and service reviews with managers of other sections and with external bodies as required. Participate in projects that may occur from time to time including data migration and interface development.			
The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.			
Work Arrangements			
Transport requirements:	None		
Working patterns:	Flexible		
Working conditions:			

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PERSON SPECIFICATION

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Essential		Desirable		Assess by
Knowledge and Qualifications				
<ul style="list-style-type: none">• Must have good knowledge of a Revenues and Benefits system and DIP systems• Good knowledge and understanding of IT in general.• 4 GCSE's or equivalent inc Maths and English		<ul style="list-style-type: none">• IT Qualification• IRRV Technician• ECDL		(a)
Experience				
<ul style="list-style-type: none">• Experience of Northgate Revenues and Benefits system• Experience of document management systems• Experience in applying relevant supervisory methods, tools and techniques• Experience of dealing effectively with others		<ul style="list-style-type: none">• Experience of Northgate Revenues and Benefits system• Experience of working in a system support role• Experience of collaborative working• Experience of building partnerships• Experience of conducting staff appraisals		(a) (i) (r)
Skills and competencies				
<ul style="list-style-type: none">• Excellent IT skills• People management skills• Excellent communication skills both written and oral• Analytical, methodical and innovative approach to problem solving• Motivated and committed• Ability to motivate others• Ability to work to deadlines• Must be numerate and able to understand reason with complex business related statistics• Apply a methodical approach to problem solving• Ability to remain calm and logical in stressful and difficult situations• Ability to work on own initiative to overcome day to day operational problems• Help create a positive work culture in which diverse, individual contributions and perspectives are valued• Proactive and achievement orientated		<ul style="list-style-type: none">• IT reporting tools e.g. business objects		(a) (i) (r)
Physical, mental and emotional demands				
<ul style="list-style-type: none">• Ability to work on own initiative• Must be punctual and reliable• Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations				(a) (i) (r)
Other				
<ul style="list-style-type: none">• Full valid driving licence				(a)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits