NORTHUMBERLAND
C O U N T Y   C O U N C I L

JOB DESCRIPTION

Post Title: **Systems Support and Development Manager**	Director/Service/Sector: **Education and Safeguarding Performance: Children's Services**		**Office Use**
Band: 9	**Workplace: County Hall**		JE ref: 2783 HRMS ref:
Responsible to: **Senior Manager Performance: Education and Safeguarding**	**Date: June 2020**	**Manager Level Team**	

Job role: To lead the management and development of I.T systems across Children's Services. This is suited to someone with specialist knowledge and experience in client information systems. It leads on the identification of system requirements and the technical delivery of projects across Children's Services, which covers social care, early help, adolescent services, education, skills and adult learning, supporting the directorate in continuous improvement and service transformation to ensure all residents of Northumberland are safe, well cared for, live well and learn. The postholder will provide effective leadership, co-ordination and management of the Systems Support service, bringing focus and direction to the work of the team through establishing operational standards, clear objective setting and strong performance management. The ability to communicate guidance to frontline workers that enables the effective storage and use of thousands of sometimes highly sensitive client records is a key requirement of the post. The post holder enjoys significant scope to act upon his or her own initiative and to work with a large degree of independence, but within a supportive environment with ready access to supervision and guidance where the need arises.

Resources Staff	Managing teams of specialist staff involved in systems support and development
	Provides supervision and appraisals to staff.
	Manages / provides expert guidance to system administrator staff within Children's Services.
	Each of these specialists will have diverse knowledge, skills and approaches to working on tasks. Each has significant and different responsibilities to ensure compliance with Children's Services standards; best practice and legislative standards.
	Ensures provision of a high quality support service for 700 system users to support over 2,000 social care clients and 46,000 pupils, who attend over 400 educational establishments and early years settings.
Finance	Responsible for managing significant budgets (circa £250k per annum) and monitoring expenditure / income against these budgets as well as ensuring forecasts are updated and result in a net-nil position at the end of the financial year.

		Responsibility for managing projects that may have software; hardware; staffing and implementation costs ranging from £10k to multi million pounds
	Physical	Responsible for ensuring the collection, maintenance and use of very significant bodies of corporate data ensuring the security and compliance with Data Protection legislation. Responsibility for the services' physical resources including IT data and software within Children's Services.
	Clients	Develops and oversees systems that have an impact on the safety and wellbeing of service users. Dealing with third party suppliers, Directors, Heads of Service, Staff of County Council, solicitors, police, health, schools, Other Councils, strategic boards.

Duties and key result areas:

1. To lead the management and development of all IT client level management systems across Children's Services.
2. To work with Service Directors and their senior teams to ensure IT systems are fit for purpose and support efficient business processes in order to ensure continuous service improvement and effectiveness linked to Value for Money (VFM).
3. To manage and oversee process work and implementation of Children's Services IT systems and associated documentation, training and support to ensure the efficient and effective use of information systems and facilitate accurate data input.
4. To strategically forward plan and identify where IT systems can be rationalised, and information can be consolidated to optimise business intelligence for services.
5. To act for Children's Services as the lead officer in managing contractual relationships with IT suppliers.
6. To manage and ensure information systems are able to meet the requirements for the production of statutory data returns, within timescales prescribed by Government.
7. To oversee, manage and ensure synergy between the development of information systems and effective business intelligence and performance reporting across Children's Services.
8. To directly supervise and develop identified staff, in line with council objectives, ensuring they are effectively managed, developed, supported, and deployed.
9. To manage and report on allocated budgets as required.
10. To manage and oversee preparations linked to regulatory inspections, such as Ofsted and CQC, ensuring that IT systems and data and intelligence requirements are met.
11. To prepare and deliver written reports, presentations and related documents to communicate information to a range of staff at all levels including elected members and senior officers.
12. To project manage specified initiatives and projects as required with minimal supervision.

13. Contribute to and advise upon the development of relevant Council Policies and Procedures

14. Work with Children's Services and Information Services to ensure business continuity procedures are in place in event of disruption

15. Proactively review current provision of systems, by internal and external benchmarking to identify and implement continuous improvement

16. Undertake investigatory work as required
17. Such other responsibilities allocated where appropriate to the grade of the post.

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 scope of the post and the grade has been established on this basis.

Work Arrangements	
Transport requirements:	Involves some travel to area offices throughout the county and further afield on occasion. This will include travel to national seminars, national and regional user groups etc.
Working patterns:	Normal office hours but flexi hours may apply. Occasional attendance at meetings or events outside of normal working hours
Working conditions:	Normally office based. Potential significant exposure to difficult situations such as discussions with client or their legal representatives regarding data protection and sensitive information

PERSON SPECIFICATION

Post Title: System Support & Development Manager		Director/Service/Sector: Children's Services, Senior Manager Performance: Education and Safeguarding		Ref: 2783
Essential	**Assess by**	**Desirable**		**Assess by**
Knowledge and Qualifications				
• Degree level in a related discipline or equivalent standard of general education, or equivalent work portfolio in a related field. • Evidence of recent relevant professional development, including taught and self taught methods. • In depth understanding of how complex client level databases work. • In depth understanding of how to motivate and coach a range of teams from a variety of disciplines to make the most of systems' potential. • Sound understanding of relevant legislation including Data Protection and IT Security. • Thorough understanding of contemporary issues within Children's Social Care and Education. • In depth knowledge of the theory and best practice of Project Management, and how to test the effectiveness of systems.	A A A I I A A	• Prince2 Practitioner Level		A
Experience				
• Recent extensive proven experience and consistent successful managerial achievement within an organisation of comparable scope and complexity. • Experience of evaluating the pros and cons of systems and forming recommendations • Experience of leadership / coaching in a systems role and of effective multi-agency / professional working and different work cultures • Co-ordination of identifying requirements for systems where procurement and contract management with 3rd	A A A	• Management experience within health, social care or education services • Experience in managing sensitive information on vulnerable groups.		A A

party suppliers is required .e.g. of hardware, software, ICT consultancy	A		
• Demonstrable success in the management of change and of securing the support of others, including senior managers, in the process.	A	• Developing Business Intelligence solutions, including technical query language skills such as SQL	A
• Minimum of intermediate experience in using Microsoft Office applications and collaborative tools such as Teams.	P		

Skills and Competencies			
• Flexible, reliable and well organised self-starter with a planned and structured approach to project delivery in order to manage several work streams simultaneously	A	• Financial and commercial awareness.	A
• Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing staff and fostering a positive organisational culture.	I		
• Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.	I		
• Well-developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others.	P		
• Excellent interpersonal and communication skills with the ability to convey complex issues concisely and effectively.	P		
• Very effective ICT skills, requiring high demands of precision, with the ability to quickly understand systems/software and identify their potential.	A		
Physical, mental and emotional demands			
• Normally works from a seated position with some need to walk, bend or carry items.	I		
• Need to maintain general awareness and deal with frequent interruptions, as well as having lengthy periods of enhanced concentration.	I		
• Meeting demanding deadlines with minimal supervision, working with a large degree of independence and using own initiative.	A		
• Resilience to and ability to manage difficult and stressful situations.	I / R		
• Acting with integrity	I / R		
Motivation			
• A corporate orientation and a commitment to tackling issues in a non-departmental manner.	I / R P / I		

• Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders.	I / R		
• Strong desire to provide excellent customer service and seek continuous improvement in yourself and those you manage.			
Other			
• Upholding corporate policies regarding confidentiality, equality and security	I / R		
• Ability to meet the transport requirements of the post.	A		
• Flexible approach to working hours	I		

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