



Systems Development Officer

Service	Reporting to	Location	Grade
Streetscene	Operations Manager	Turnpike Depot	3C

About the role

- To be responsible for the administration of IT systems that support Parks, Waste, Street Cleansing and Transport Services.
- To assist in the development and implementation of appropriate systems to meet service needs including the systems analysis and scoping, configuration, documentation, implementation and evaluation of systems.
- To be responsible for monitoring performance systems against pre-determined targets and outcomes, identifying levels of expected performance and develop strategies to address under performance in conjunction with service deliverers.
- To maintain and extend the use of technology, by providing consultancy advice to managers to help them obtain the best possible outcomes.
- To be responsible for the introduction of new development upgrades in current systems as they are released. Ensuring that sufficient testing has taken place before they are released into the live system.
- To give clear, sound advice on the feasibility of any project and to deliver solutions to a fixed budget, on time
- To assist in providing the Service Management Team with strategic guidance and options for the development of management information systems to support the service's operational role.
- To prepare and manage project plans in conjunction with service's requirements.
- To provide a consultancy service to managers for the production of reports and information.
- To control, monitor and assist in the training and development of staff, as required.
- To assist in the management and development of the service's computerised systems and procedures.
- To be responsible for establishing/maintaining and implementing contingency plans in the event of system failures, including appropriate back up routines.
- To carry out system audits to establish that system users are getting the best out of the systems they use.
- Running year end/year start protocols including indexing of unit rates and updating webforms.
- To be responsible for the production and maintenance of system documentation within the Service.

- To assist in maintaining and understanding developments in new technology and development options for improvements to support services e.g. mobile technology, IoT and AI.
- Represent the Service at relevant meetings with officers from other Directorates and external organisations.
- Develop and maintain good working relationships with elected members, officers from other Directorates and external organisations
- Keeping up to date with government legislation and council policies

Key outcomes

- Ensure high availability and performance of IT systems for Parks, Waste, Street Cleansing and Transport Services.
- Lead the rollout and integration of upgrades, new features, and digital forms into existing systems.
- Provide technical guidance and support to service managers, promoting the use of technology for improved outcomes
- Monitor and evaluate system performance against service targets; recommend and implement changes where needed
- Maintain accurate documentation, system backups, and contingency protocols.
- Take responsibility for ensuring all data handled within the systems complies with UK GDPR and council policies, including implementing robust access controls and data retention practices.
- Support report development and data analysis using SQL, to inform service decisions and resource planning.
- Represent the service in meetings with IT, other council directorates, and external partners.

What we need from you

- To model and demonstrate our values and behaviours.
- HNC in Computer Science, Information Technology or a related discipline or equivalent level of knowledge gained through relevant experience (essential).
- Significant experience (typically 3–4 years) in managing and supporting operational IT systems, demonstrating a depth of applied knowledge (essential).
- Advanced understanding of systems, data structures and underlying technical principles relevant to service delivery systems.
- Working knowledge of relevant legislation, data governance and information management standards applicable to the service area.
- knowledge of Confirm (Brightly Software), Whitespace (Waste Management), mobile/field-based systems (desirable)
- Excellent SQL skills for reporting, data extraction and system queries.
- Knowledge of mobile systems support, and understanding of mobile technologies used in field service delivery.

- Skilled communicator – able to effectively communicate verbally and in writing.
- Proven ability to work independently, manage time effectively, and meet deadlines with minimal supervision
- Ability to monitor performance indicators, report findings and recommend system or process improvements.
- Understanding of system contingency planning and backup procedures
- Collaborative approach to working across departments and with external providers.
- The ability to understand the local setting and deliver outcome focussed solutions to meet local needs
- Ability to translate complex ideas and information into meaningful and user friendly information

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

Tailored Development

On the job learning and accredited training is available through this role.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

Role details

Completed by: RN

Date: 20/05/2026

Job code:

Job score:

Date of evaluation: