

Job Description and Person Specification Profile

Job Title	Senior Systems Officer
Job ID	M39
Service	Corporate Services
Grade	H
Reporting to	

The Role

To help deliver quality corporate systems which meet the business needs of the authority, ensuring that maximum efficiencies, benefits and value for money are obtained from these systems.

Main Duties and Responsibilities include:

Improvements

- 1) To identify and develop improvements to key corporate systems in partnership with the business to provide efficiency benefits by examining current procedures and processes
- 2) Subsequently provide development specifications to IT Services and/or third party consultants by being able to interpret these requirements and translate them into a formal development specification.
- 3) To lead and be responsible for system developments, from identifying improvements, through to planning, development, testing and implementation.
- 4) To horizon scan, to be aware of and communicate software advancements to the Service.
- 5) Lead on Meetings –process meetings, user groups. Provide advice & support

Communications

- 6) Liaise with key corporate systems contacts on systems matters by either written or verbal communication.
- 7) To act as a liaison between customer and service provider, to develop good working relationships that foster effective system development.
- 8) To represent the authority at appropriate IT system conferences.

Support

- 9) To provide on-going support to all end users
- 10) To provide on-site support following implementation of projects
- 11) Carrying out training in either a one-to-one or group environment.
- 12) To address and work to resolve any issues with the current system and any new releases with the system supplier and/or I.T.

- 13) To oversee the training development needs of all users, in gaining maximum benefit from corporate systems by developing user documentation, training documentation and training plans.
- 14) To support the carrying out Tameside Creditors payment runs in a timely manner by using the various Agresso and BACS processes required.

Systems

- 15) To co-ordinate and carry out the testing of new software to ensure upgrades / releases are implemented successfully without any issues.
- 16) To ensure corporate systems that you support meet statutory and best practise standards.
- 17) To manage and review the security and roles (menus and permissions) of users of corporate systems – achieved by being a first point of contact with managers and system users and having an in-depth working knowledge of these systems.
- 18) Ensure system compliance to the requirements of GDPR.

Data

- 19) To support data provision to the authority by way of maintaining accuracy of data in systems.
- 20) To extract, manipulate and report on data, through ad-hoc and planned data requests.
- 21) To extract, manipulate and analyse complex data that informs corporate decision making and also meet any statutory requirements.

Project Management

- 22) To drive and project manage the development of corporate systems to maximise return on software alongside the business.
- 23) To be responsible for managing your own projects to deliver improvements.
- 24) To link in with the central Transformation team and work collaboratively across a range of projects that support Corporate objectives.

Other Duties

- 25) Manage the recruitment, performance and personal development of the System Admin and Training Officer/Systems Admin and Training Assistant
- 26) Day to day management of the Training Team
- 27) To develop and monitor the teams work plan

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may also be required to carry out any other duties appropriate to the grading of the post.

About You

Your essential qualifications

- English to GCSE grade A to C or equivalent
- Maths to GCSE grade A to C or equivalent

Your essential skills, knowledge and experience

Experience

- Previous experience of work developing IT systems within an office environment and office based technology
- Previous experience of managing staff and/or a project team
- Previous experience of project management, such as PM3, Prince 2, AGILE.

Keys skills

- Ability to lead and motivate others to implement process and system changes
- Ability to display a high degree of interpersonal skills in dealing with the customers
- Ability to communicate effectively
- Organisational skills, including the ability to prioritise workload
- Excellent Numeracy Skills
- Flexibility to adapt to changing workload demands and new organisational challenges
- Ability to complete tasks to required timescales and quality standards
- Exceptional attention to detail
- Ability to challenge whilst maintaining good customer relationships

Key Knowledge

- Knowledge and understanding in the administration of large-scale corporate systems such as Case Management systems, HR/Payroll or Finance systems.
- Knowledge in the development of large-scale corporate systems (Case Management, HR/Payroll or Finance systems)
- Knowledge of non-discriminatory practice
- Data Protection principles

Key Aptitudes

- Ability to work under significant pressure
- Ability to work to and influence others to meet strict deadlines
- Committed, enthusiastic team member who is motivated to achieve personal and organisational goals
- Ability to learn new skills
- Ability to be self-motivated and work on own initiative
- Motivated to professionally develop under own initiative

If you have the following experience or qualifications – then that's great!

- IT Diploma or equivalent

- Advanced knowledge of Microsoft Excel
- Previous experience of complex data extraction and manipulation using reporting tools e.g. Business Objects, Web Intelligence, Crystal, etc.
- Experience of working in a Health, Social Care or Finance environment
- Previous experience of working on high profile projects and priorities
- Advanced Knowledge of the workings and operations of corporate systems including LAS/LCS, MHR iTrent HR/Payroll, Finance systems or equivalent
- High level of knowledge with regards data extraction and manipulation
- Strong knowledge of Microsoft Word/Access/Powerpoint/Outlook

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

