

Application Lead

Role Profile

Service: Insights & Intelligence Service – Business Intelligence Unit
Band: Band 8
Reporting to: Application Development Manager
Responsible for: Application Support Officers



TRAFFORD
COUNCIL

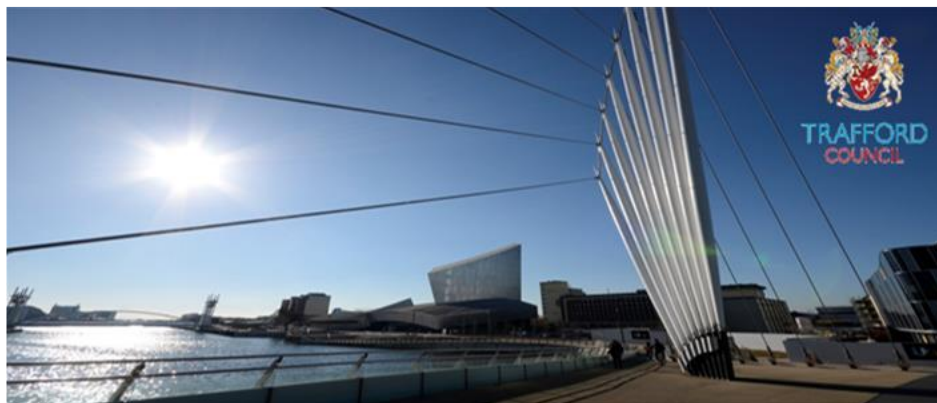
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Insights and Intelligence Service aim is 'building data analytics and insights to empower service users to make data-driven decisions with maximum efficiency.' Its mission is to:

- Enable service users to clearly understand their data and performance;
- Support decision making and intelligence led working.
- Deliver effective case management system support and development to LiquidLogic Adults, Children's, Early Help, Controcc, Core+, Integrated Finance Systems and Portals
- Provide robust and meaningful Business Intelligence, Data Visualisation, Intelligence Analysis, Operational Research, Insights and Policy Development
- Continued development of new and existing systems to support national and local requirements including scoping requirements, preparing business cases and aligning new processes

Your Main Priorities

- Oversee and manage the primary recording databases for Adults Social care and Children's Services including Social Care, Education and other Children's services to ensure alignment with national, corporate and strategic developments including Digital Solutions.
- Work closely with the Directors and Service Managers on all strategic developments within Adults and Children's.
- Manage and develop the LiquidLogic Portals (Client, Children's, Delegation) and both Adult and Children's mobile applications which give accessibility to citizens, professionals and the Council including out of hours as required.

- Lead and provide senior, technical, practice and day to day operational lead for all Liquidlogic applications, with direct work around planning for upgrades, user acceptance testing, planning and support system upgrades including integration and ensuring accurate information is maintained and available to report on performance outcomes.
- Oversee and supervise the LL helpdesk function, taking personal responsibility for liaising with external partners and suppliers as required. Oversee all training documentation for all systems prepared by LL training officer or Learning and Development.
- Providing advice and guidance on existing systems and technologies as well as supporting future procurement.

Key duties

- A detailed technical knowledge, experience & support developing the main primary recording database as well as developing the supporting systems which accompany this example the Client Portal, Delegation Portal, Children's Portal and an off-line mobile application. Working on a one system approach for Health and Social Care which requires both technical knowledge and the ability to draft technical specification documentation.
- Ability to be able to make changes in the Portals as business requirements continually evolve to match strategic ambitions using digital solutions. As Liquidlogic does not support HTML /CSS programming once the initial development there is a requirement of role to need HTML/CSS programming knowledge.
- Detailed knowledge and understanding of legislation/practice within Adult's, Children's and Early Help. Detailed understanding of implications to changes made to statutory reporting and the impact on the systems used for example the change of DoLs (Deprivation of Liberty Safeguarding to LPS (Liberty Protection Safeguarding)).
- Apply project management methodology in the planning and delivery of work packages including preparation of project plans detailing all activities required to deliver the redesign and integration of services to agreed time, cost and quality standards.
- Establish and maintain good working relationships and effective communication with Directors, Service Managers and their teams to support collaborative service redesign. Work with directorate service improvement project teams to ensure 'best practice' processes are developed in order to ensure quality service provision.
- Support the transition from project implementation to business as usual operations by managing the go-live phase. Ensure documentation, handovers, support materials and training is delivered and provide support and advice to employees involved in the transition.
- Significant experience of undertaking complex analysis, designing systems and business processes.
- Prepare reports applicable to the role, including Board reports and be an active member of the Adults and Children's systems boards.
- Manage Communications and Governance strategies for developments within Liquidlogic and other keys applications.
- Brief executive members, partners and providers as and when required.

- Explore and implement systems development and integration activity to improve efficiencies within services and across the organisation, linking into the corporate agenda and partners to ensure that service improvement is facilitated through exploiting systems functionality to full potential.
- Responsibility for the overall accuracy and production of information from systems, working with managers and partner organisations to identify potential issues and solutions, ensuring that definitions and processes are interpreted, adhered to and implemented to maintain accurate and reliable data.
- Oversee and plan for and manage systems upgrades for Liquidlogic, ContrOCC (Finance system) and Core+ to ensure that the delivery of systems requirements is in line with Government guidelines, best practice and local needs.
- Ensure that team resolve operational and system incidents and manage escalation back to the supplier within a timely manner.
- Provide day to day support to ensure the helpdesk take appropriate action should any problems arise and resolve issues where appropriate. Encourage team working and the sharing of information through role modelling.
- Manage customer relationships and expectations by developing a communication process to keep others up-to-date on project results.
- Undertake management duties through direct line management of system support officers - including appraisals, performance management and other duties.
- Manage systems budgets and contracts including service pack days. Apply for capital funding and manage project budgets to further enhance the Council's digital offer.
- Plan for and manage systems support and administration function delivered through the team to end users via various mechanisms in relation to systems managed within the performance function. Including building user security profiles, helpdesk/account/profile maintenance, to ensure that practitioners have relevant access and support/guidance, including the overview of systems support to the organisation.
- Work in conjunction with colleagues within the service area and managers across the organisation to ensure that data held within systems is accurate including preparing data reporting for the helpdesk to action

About You

Qualifications and Professional Development

- Degree or equivalent qualification in relevant field.

Experience and Knowledge

- 2-3 years' experience of developing systems to support service delivery plans, preferably within Local Government environment.
- Experience of configuration and development of Liquidlogic and ContrOCC including forms creation, workflow created, user set up.
- Proven Project Management skills and experience
- Ideally experience of managing Liquidlogic or Servelec applications within a Council
- Experience of business change management and business process reengineering
- Customer care training and experience managing helpdesk staff
- Detailed knowledge of issues relating to the designated areas of responsibility such as Children's social care and Adult social care
- Significant experience of involving stakeholders and service users in system development

Skills and abilities

- Ability to translate business requirement into systems specification
- Excellent written communication skills and oral communication skills and the ability to make presentations to a wide range of audiences.
- Ability to develop excellent working relationships with people at all levels and in a complex, political environment; tact and diplomacy in all interpersonal relationships with the public and colleagues.
- Ability to organise own and others activities with an ability to carry out operational planning.
- Strong leadership skills to provide direction to ensure the effective performance management, motivation and development of staff.
- Effective financial management and budget oversight.
- Proven ability to instigate and manage change effectively.
- Self-motivated with ability to prioritise and manage workload over extended periods with minimal supervision.
- Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- Willingness to be adaptable and flexible to achieve the goals identified for the service

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| Date prepared/revised | 24.6.21 / 26.6.23 transferred to new template only |
| Prepared/revised by | KH/SH |

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| Job Evaluation | June 21 |
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Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.