



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Adult Social Care – Development Lead
Job Reference	
Service	Adult Services; Strategy, Transformation and Commissioning
Team	Contracts, Performance, Assurance
Location	Shute End; Remote
Reports to	Development and Insight Service Manager
Responsible for	N/A
Grade	9
Contract Type	Permanent
Hours	Full-Time, 37 hours per week

Main Accountabilities	
1.	To ensure that Mosaic business processes align with Adult Social Care service requirements and deliver information for officer and management decision making, taking responsibility for identifying and driving improvements with systems and business processes.
2.	To support the Development and Insight Manager in leading Mosaic projects with the aim of maximising the use of available technology within all social work processes.
3.	Devise and develop system specifications for new system developments on behalf of operational colleagues.
4.	To produce Project Plans including key milestones, key outputs, resource requirements documented, testing and training plans developed, detailed outcomes and evaluation and monitoring criteria considered.
5.	Play an active role as part of the development team to implement system upgrades for Mosaic and other systems in scope for Adult Social Care.
6.	Liaise with external suppliers on system requirements that are currently outside the scope of the systems in place in Adult Social Care and feedback to operational colleagues.
7.	Provide business analysis support and advice for other Adult Services software and systems, as required, including Atamis, Contract Management System.
8.	Lead on the system change request process for Mosaic (Adult Social Care), manage any required meetings and discussions in relation to system changes, advise all stakeholders on system functionality with regards to operational requirements.





9.	Contribute to the creation of a positive culture that encourages continuous improvement, in which staff from all sectors can contribute towards system and business process changes.
10.	Take an active and supportive role with operational colleagues as subject matter expert for our Adult Social Care Systems, giving advice, guidance and identifying training requirements for staff in terms of the Local Authority managed systems.
11.	Configure systems to ensure integrity and compliance with security requirements.
12.	Actively monitor changes to legislation and statutory reporting requirements and lead on any required system development and business process changes.
13.	To ensure that Mosaic business processes align with Adult Social Care service requirements and deliver information for officer and management decision making, taking responsibility for identifying and driving improvements with systems and business processes.
14.	To support the Development and Insight Manager in leading Mosaic projects with the aim of maximising the use of available technology within all social work processes.
15.	Devise and develop system specifications for new system developments on behalf of operational colleagues.
16.	To produce Project Plans including key milestones, key outputs, resource requirements documented, testing and training plans developed, detailed outcomes and evaluation and monitoring criteria considered.
17.	Play an active role as part of the development team to implement system upgrades for Mosaic and other systems in scope for Adult Social Care.
18.	Uphold and enact expected behaviours regarding equalities duties, ensuring accountability within your managerial area.
19.	Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and scale of the post.

Person Specification	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none">Qualifications relevant to the role, or experience that demonstrates a good level of applied knowledge in business analysis, project management or system developmentEvidence of continuous personal and professional development	
Experience	<ul style="list-style-type: none">Experience with Business Analysis or Project ManagementExperience of providing professional and accurate advice to a range of senior staff and partner organisations which impacts on the businessExperience of Mosaic or other similar case management systems	
Skills/Knowledge	<ul style="list-style-type: none">Proficient IT skills including office software such as Microsoft Word, Outlook, Visio, PowerPoint and ExcelJavascriptWell-developed written and verbal communication skills with an ability to articulate strategic thinkingEffective presentation skills and the ability to engage an audienceStrong interpersonal and collaborative skillsStrong analytical and problem-solving skills and ability to think 'outside of the box' for process improvements	<ul style="list-style-type: none">SQL Developer





	<ul style="list-style-type: none">• An understanding of large, complex and political organisations• Knowledge of issues affecting Adult Social Care	
Behaviours/Attributes	<ul style="list-style-type: none">• Excellent attention to detail• Active listening skills• The ability to take a proactive and flexible approach to emerging requirements• Proactive and flexible approach to work	

Purpose Details	
Service Purpose	The Adult Social Care Strategy, Commissioning and Performance Service supports the delivery of efficient and effective services that enable the department to deliver against our Adult Social Care strategy and wider corporate delivery plan. Helping to move Adult Social Care forward ensuring that we have the right mix, capacity and quality of services and, support arrangements to enable people to be as independent as we know they wish to be.
Role Purpose	<p>Managing the development of our social care case management system (Mosaic) and associated change control processes, ensuring the aims of the service are achieved in terms of providing efficient and effective services to our customers and enabling Adult Social Care staff to deliver the aspects of their role supported by the system.</p> <p>To support the Adult Social Care Development and Insight Manager in leading the service to maximise the benefits Mosaic can offer to customers and social care staff, whilst improving management information required for statutory purposes and local decision making.</p> <p>To take a pro-active, leading role in driving system and business process improvements within Adult Social Care, identifying requirements and recommending solutions.</p>

Supervision and Relationships	
Supervision Received	This post will report to Development and Insight Service Manager.
Supervision Given	No line management responsibilities held.
Contacts	The postholder will be required to maintain positive relationships with our partner organisations, mainly; health, other Local Authorities and the Local Government Association, ICS, software suppliers, also internal colleagues, council staff, and elected Members.

Resources/Budget Management
No direct budget management.

Special Requirements
This is a politically restricted post, on-call arrangements in exceptional circumstances. Standard DBS required.





Occupational Health Risk Assessment		Details
Skin/Respiratory Sensitisers		N
Working at Height		N
Exposure to Noise (>80-85dB)		N
Confined Spaces		N
Frequent Display Screen Equipment Use		N
Driving for Work		N
Hand Arm Vibration		N
Lone Working		Y
Healthcare/Social Contact with Patients		N
Blood Borne Viruses Exposure		N
Food Handling		N
Working with Animals		N
Specialised Medical Screening		N
Night Working		N
Safety Critical Work		N

Nature of the Role		Details
Healthcare or Hospital Work		N
Working with Children (under 18)		N
Working with Elderly/Vulnerable Adults		N
Work Environment Details		Shute End / Hybrid Working

Role Involvement		Details
Working with Children		N
Working with Vulnerable Adults		N
Both of the Above		N
Providing Care/Supervision for Children		N
Providing Care/Supervision for Vulnerable Adults		N
Both of the Above		N
None of the Above		Y





Disclosure and Barring Service (DBS)		Details
DBS Requirement		Standard
Eligibility Tool		Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
N/A

Evaluation Declaration	
Date of Evaluation:	December 2025
Evaluated by:	HR Team

