



## RUTLAND COUNTY COUNCIL

### JOB DESCRIPTION

<b>Position Title:</b>	<b>System Development Lead</b>
<b>Grade:</b>	<b>PO2</b>
<b>Directorate:</b>	<b>Law and Governance</b>
<b>Department:</b>	<b>Business Intelligence</b>
<b>Responsible to:</b>	<b>Business Intelligence Service Manager</b>

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#### **Purpose of the Job:**

To lead the strategic and operational development of the council's social care case management systems, and certain other specialist systems relating to education and youth support services.

#### **Main Responsibilities:**

1. To lead and develop a system support unit with associated budget, ensuring system support staff are motivated and have the appropriate skills and knowledge to provide customer-facing system support and development.
2. To oversee helpdesk support to users of social care case management and education systems (currently Liquidlogic and Capita), reviewing and developing the helpdesk provision to ensure strategic and operational efficiency. Leading the council's strategic and operational relationship with any third party system suppliers.
3. Plan and lead the end-to-end process for all major system development (e.g. Liquidlogic upgrades) via a 'roadmap' process. Working with suppliers, business intelligence and service colleagues to cover issues like testing, training, timescales, data quality, communication, and business continuity. Use formal project management techniques where appropriate.
4. Design systems to deliver council corporate strategies and policies, such as the customer journey of empowerment to self-serve and use digital channels, including public consultation where required.
5. Ensure systems architecture in children's social care, early help, education and adult social care is configured to deliver wider council priorities. This includes corporate performance reporting and systems integration with a corporate Power BI project.



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6. Act as a source of expertise in government policy as it affects systems and customers (e.g. social care reform) and present high-level advice to members and service directors on how this could shape council policies.
7. Design and manage an in-house training function for social care case management system users.
8. Manage formal system-related change management processes. Ensure changes are suitably prioritised, deliver value, and that decision-making related to change includes consideration of factors like data reporting requirements, legislative compliance and our own system roadmap compatibility.
9. Work collaboratively at senior level and advise service leads, actively seeking out opportunities to improve system functionality, usage, and value for money. This might include workshops and drop-in sessions.
10. Engage productively with colleagues at all levels, utilising strong verbal and written communication skills and always projecting a positive 'can-do' approach to system solutions.
11. Act as a key point of contact in the business intelligence (BI) team. Deputising for the Business Intelligence Service Manager, providing management support and guidance to the team, and attending relevant committees and senior meetings when required.
12. Work closely with the wider business intelligence team to support the team to achieve its service objectives, adopting a flexible and resourceful approach. This would include ensuring systems provide high-quality data to support activity including statutory and non-statutory data returns, freedom of information requests and performance reporting to relevant local, regional and national bodies.
13. To manage data of a sensitive and confidential nature and extract information in accordance with the Data Protection Act, and other relevant legislation, ensuring its secure transmission where appropriate.
14. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.
15. To comply with the Leadership and Management Behaviours in order to contribute to the achievement of the Council's strategic aims and objectives.
16. To manage delegated budgets and ensure effective financial planning and monitoring in accordance with the Council's Financial Procedure rules.



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17. To lead and develop a motivated team and ensure they are developed in their role through effective use of 'My Conversation'/supervision and effective performance management as appropriate.
18. Take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.
19. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

### **Dimensions**

Line management of the System Support Officer.

Manage any budget allocated on an ad-hoc basis to Liquidlogic and other system development. This varies from year-to-year and would be agreed with the service area requesting the development to commission direct consultancy support from the system supplier, or occasionally external consultants.



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### JOB REQUIREMENTS

#### QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Degree with relevant IT content (e.g. systems analysis), or substantial professional experience in a comparable role.	A, D
Project management qualification (e.g. PRINCE2), or substantial professional experience of project delivery.	A, D

#### EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Significant knowledge of information management systems and databases.	A, I
Excellent knowledge of data quality and governance processes.	A, I
Leading a system development and support service, ideally in a social care context.	A, I
Project management and delivery against tight timescales, ideally in a system development context.	A, I
Production of written reports and delivery of structured verbal presentations for a range of audiences.	A, I
Design and delivery of different formats of training, ideally in a social care systems context.	A, I

Desirable	Method of Assessment *
Knowledge of government policy and planning relating to social care (adults and children) and how this relates to system development.	A, I
Experience of public consultation and engagement, with the ability to be diplomatic, tactful and able to maintain discretion in challenging circumstances.	A, I



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### SKILLS

Essential	Method of Assessment *
A collaborative leadership style with an ability to empower, enthuse and motivate the team and others to achieve service objectives.	A, I
Communicates clearly using straightforward language – verbal and written. Strong interpersonal skills to work effectively with colleagues, stakeholders and the public; tactful and diplomatic.	A, I
Enthusiastic and solutions-focussed attitude, ‘can-do’ approach.	I
Ability to build effective relationships with internal and external partners.	A, I
Ability to analyse complex information and add meaningful interpretation.	A, I
Highly proficient in MS Office, especially Excel.	A, I
Effective time management and prioritisation of tasks to meet deadlines.	A, I
Flexible and able to work as part of a busy team and occasionally out-of-hours where service needs demand.	A, I
Ability to work on own initiative and be a self-starter, prioritising work with minimum supervision and working under pressure.	A, I

### EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council’s policy is put into practice.	A, I

### OTHER

Essential	Method of Assessment *
Flexible in working patterns to fulfil commitments of the role and team.	A/I



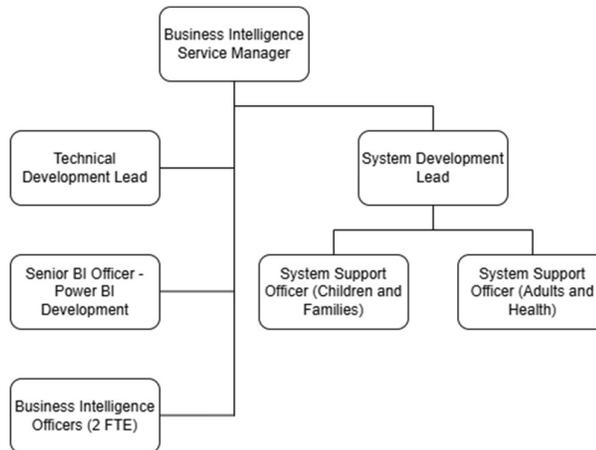
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Willingness and ability to visit other sites as and when required.	A/I
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**\* A = Application Form    D = Documentary evidence    I = Interview    T = Test**

**NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.**

### STRUCTURE



**NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.**

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
13/02/2023	Original agreed with HR	Jonathan Weller, Business Intelligence Manager
27/02/2026	Adjustments to wording of elements of Job Description	Arron Gourlay – Business Intelligence Service Manager