

<b>Job Title:</b> Business Systems Developer	<b>Role Profile Number:</b> ENN49
<b>Grade:</b> N	<b>Date Prepared:</b> May 2021
<b>Directorate/Group:</b> Enabling, IT	<b>Reporting to:</b> Business Systems Manager
<b>Structure Chart attached:</b>	Yes

**Job Purpose**

Translating business and statutory requirements into system requirements performing specialist systems analysis, design and implementation of developments, configuration changes, integrations and end to end solutions for line of business systems.

Develop, configure and support IT systems and solutions in line with lifecycle management requirements.

Support the delivery the application lifecycle and development of a portfolio of IT business solutions.

**Key Accountabilities**

- Support the organisation to ensure new products and services are in line with relevant policies and strategies.
- A senior representative carrying out systems development and configuration liaising with the suppliers and key stakeholders (internal and external) for allocated portfolio of IT business solutions and outcomes.
- Maintain adequate internal controls for the security and integrity of the solutions, ensuring that fraud and other losses are prevented and that Internal Audit recommendations are implemented promptly in conjunction with team.
- Develop and implement changes to systems through working with suppliers and internal colleagues to design, develop and configure systems to meet business requirements and good practice and maintain effective change control processes.

- Collaboratively working with the Data Performance and Insight Team to ensure table structures and technical documentation is available as required to enable data, performance and MI requirements operational and statutory requirements to be met.
- Collaboratively working with the Service Improvement and Business Areas to ensure business direction and requirements are captured and implemented to meet Operating Model, Processes and statutory requirements.
- Ensure all design and development work is documented appropriately and transitioned to colleagues for testing, sign off and supporting.
- Deliver systems configuration development for relevant business systems and digital solutions in line with defined and agreed scope and timescales.
- Deliver configuration and development of the systems in line with requirements and appropriate standards and technical documentation and models are maintained.
- Project Manage development for relevant IT business solutions and integrations.
- Develop and manage any links to other solutions ensuring that relevant processes and procedures are carried out to ensure data flows and system design is validated and fit for purpose in conjunction with Service Improvement Team and IT Colleagues and Suppliers.
- Develop and configure outputs and interfaces required by the organisation from the relevant solutions. Support the organisation with refining their business requirements and translate into technical documents and develop and configure the end to end solutions.
- Develop the relevant systems ensuring patches and new releases provided by the software supplier are researched, tested and loaded. Recommend and arrange demonstrations of new software as it becomes available. Map processes and translate business requirements to IT requirements. Ensure that procedure guides and training are provided to staff as appropriate. Ensure that the organisation is provided with digital solutions to meet their changing needs.
- 3rd line systems support and development for problems. Ensure accurate records of incidents and requests are recorded and investigated and reported to the software supplier as required. Configure, Develop or test fixes provided by the supplier and load onto the systems following governance and change control whilst maintaining technical documentation.
- Represent SBC at presentations by Suppliers, Other LA's, Government bodies and other organisations in order to provide Government statistics, develop good practice and promote continuous improvement of digital solutions.

- To deputise for Managers and Senior Business Systems Analysts within the service as required.
- Train and develop staff to ensure that they have, and use, required skills. Ensure that required induction and training is organised for new staff and the teams.
- Undertake any other duties that can be accommodated within the grading level of the post.

### **Supplementary Accountabilities**

- Liaising with Manager, Senior Business Systems Analysts, Service Improvement Teams, Colleagues, Developers and software suppliers as required.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within the Health and Safety Policy.

SBC is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

#### **NOTE:**

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Extensive experience in business systems analysis, design and systems development and configuration for line of business systems and end to end solutions.
- Extensive experience of developing and maintaining technical documentation.
- Experience of understanding table structures, report specification writing and report development.
- Experience of planning and working in a similar role in local government or complex working environment.
- Extensive experience of proactively managing multiple developments, projects and initiatives successfully and meeting deadlines.
- Educated to degree level standard (or equivalent) or sound management information systems experience with experience in a local government or complex working environment
- Ability to understand, interpret and produce complex information such as Strategic Plans and Operating Models, System Specifications, Change Control Processes and Technical documentation
- Excellent written and verbal communication skills which allow effective communication at all levels of the organisation and across directorates, outside agencies and private companies/software suppliers internal and external stakeholders.
- Strong team player with the ability to negotiate or influence change diplomatically.
- Work unsocial hours
- Current driving licence, access to vehicle or equivalent mobility

Desirable:

- Competencies in XML
- Extensive experience working in a Local Authority

### **Qualifications**

- Educated to degree level standard (or equivalent) or sound management information systems experience with experience in a local government or complex working environment

### **Decision Making**

- Make undefined day to day decisions to maintain the equilibrium of the solutions.
- Determine the priorities for inclusion in the annual work programme.
- Represent at supplier and LA user groups.
- Map processes and translate business requirements to IT requirements, design and implementation.

### **Creativity and Innovation**

- Identify and implement alternative working practices making use of the portfolio of solutions.
- Direct the writing and updating of procedure guides and e-learning as required.
- Ability to pinpoint the likely cause of software errors and resolve successfully.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b>	<b>Responsibility</b>	
<b>Typical tasks supervised/allocated to others</b>	<b>Asset Responsibility:</b>	

### **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Communicate with all levels of officers both within the Council and externally.
- Communicate with specialist & technical suppliers of equipment and software.
- Make recommendations and influence future improvements of the solutions through to implementation.

### **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

### **Other Key Features of the role**

- A logical thinker.
- Ability to analyse issues/problems and make decisions.
- Good organisational skills and able to successfully implement change.
- Capacity to work under pressure and without supervision.
- Design and Development, Configuration of systems and end to end solutions.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	