



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Children's Practice Lead, Children's Education System	Role Profile Number: PCDH46
Grade: Q	Date Prepared: September 2019 Date Reviewed: February 2022
Directorate/Group: Children's Services	Reporting to: Project Manager, Corporate Projects Team

Job Purpose

- Fixed Term Contract for 12 months to undertake the Practice Lead Role for Children's Education Case Management Implementation. This role will work directly with the Project Team to ensure the work streams delivered take into account the Practice Perspective and solution design meets case recording and statutory process requirements.
- The role will provide the Practice lead for Children's Education in relation to the system implementation and working with operational staff to ensure the configuration meets case recording requirements and is as streamlined as it can be from a social care recording perspective.

Key Accountabilities

- Practice Representative on Project Team and attendance at the Project Board
- Practice input to solution design
- Practice Lead in development of forms and working with Performance and Data Migration staff to make sure practice and reporting requirement are delivered
- Presentations at Education Briefings and Management Meetings with updates on the system from a practice perspective
- Attendance at all training sessions for Synergy to ensure comprehensive understanding of functionality and how data is managed within it
- Selling Benefits of System to Education Users – System Champion
- Super User of the system from Practice Perspective
- Delivery of workshops with operational staff to work through any practice decisions required to inform the solution design
- Regular meetings with the Data Migration Lead to understand the existing data structure and how that will be migrated into the new system from a practice perspective and identification of any issues arising and seek solutions jointly

Supplementary Accountabilities

- Assist in reviewing and signing off deliverables
- Bridging the gap between the business and the ICT team
- Involve in functional testing to ensure requirements are translated into functionality from a Practice Perspective.

Knowledge & Experience

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

- Good understanding of Case Recording Systems and interest in improving software to support Education Processes
- Experience of the working processes in Swindon (desirable)

Decision Making

- Contribute to decisions on Core System Design as part of the Project Team
- Role of Subject Matter Expert from Practice perspective and provide decisions for approval at Project Board
- Contribute to decisions on Go Live out of hours during Go-Live Weekend
- Amendment to business processes if necessary to make sure operational process and the system align in the most efficient way

Creativity and Innovation

- Consider functionality of software and how it could be used to improve practice and support in efficient front line service delivery
- Seek solutions avoiding “workarounds” in the system and identify new ways of working and efficiency improvements through opportunities arising during the system implementation

Contacts and Relationships

- Work with Frontline Teams to sell the benefits of the system and work with teams to ensure that practice considerations are understood and are included in the Core Design and Delivery of the new Solution.
- Senior Management (CSMT) to communicate on business decisions/updates in relation to the system from a practice perspective – identifying issues and finding solutions.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	