



## Role Profile

<b>Job Title:</b> Business Systems Manager	<b>Grade/ Level:</b> CFL Level 10	<b>Post Number:</b> SBC_10337
<b>Directorate:</b> Resources	<b>Job Family:</b> Information & Technology	<b>Date Prepared:</b> Revised June 2017

**Role reports to:** Head of IT Change

### Job Purpose:

Manage the team responsible for the application lifecycle and development of a portfolio of IT business solutions.

Manage day to day relationships with relevant service areas and work with I&T colleagues to ensure coordinated approach to support and development of IT business solutions.

### Key Accountabilities:

1. Develop the annual work schedule for the solutions in consultation with the relevant managers. Lead major projects for the system and digital expert in all projects linked to the solutions in portfolio.
2. Support the organisation to ensure new products and services are in line with relevant policies and strategies.
3. The Council's day to day key representative & business partner in all communications with the suppliers and key stakeholders (internal and external) for allocated portfolio of IT business solutions.
4. Manage 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.
5. Responsible for developing and managing the annual budget for the solutions with the relevant managers in conjunction with Finance Manager.
6. Ensure that front line support and development of the system is provided in line with requirements and appropriate standards.
7. Project Manage development for relevant digital business solutions and integrations.
8. Develop and manage any links to other solutions ensuring that relevant processes and procedures are carried out to ensure data is validated and fit for purpose.

9. Develop, request or commission all reports, outputs and interfaces required by the organisation from the relevant solutions. Support the organisation with refining their requests for information.
10. Continue to develop the relevant system 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 IT solutions to meet their changing needs.
11. Directing the team to provide a 3<sup>rd</sup> line support for problems caused by software failure or incomplete/incorrect data can be resolved. Ensure accurate records of incidents and requests are recorded and reported to the software supplier. Test fixes provided by the supplier and load onto the live system.
12. Represent SBC at presentations by Government bodies and other organisations in order to provide Government statistics, develop good practice and promote continuous improvement of digital solutions.
13. To deputise for other Managers within the service as required.
14. Recruit, direct, train and develop staff to ensure that they have, and use, required skills in the conduct of the organisation. Ensure that required induction and training is organised for new staff and the teams.
15. Lead, manage and motivate team leaders and staff, arrange team meetings and staff briefings, proactively monitor sickness, carry out one-to-ones and appraisals in accordance with council guidelines. Monitor the performance of staff to ensure that the agreed performance targets and objectives are satisfactorily achieved in line with team plans and corporate behaviours.
16. Undertake any other duties that can be accommodated within the grading level of the post.

**Supplementary Accountabilities:**

1. Liaising with business project manager and software suppliers as required.
2. Project Management small improvement projects in line with IT Solutions Implementation and Development requirements.
3. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
4. Promote equality and diversity best practice in all areas of work.
5. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
6. 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.

**Job Scope:** Number and type of jobs managed:  
Systems Team approx. 3-8 roles.

Typical tasks supervised/allocated to others:  
Dealing more routine problems and day to day enquiries.

**Job Scope:**

**Budget:**

**Assets:**

**Knowledge and Experience:**

Minimum

- Extensive experience working with and developing Management Information Systems and IT Solutions in line with requirements.
- Extensive experience working with and developing MIS and IT Solutions Training & Development in line with requirements.
- Experience of planning and working in a similar role in local government or complex working environment.
- Extensive experience in management/managing and motivating teams with varying roles and responsibilities and its objectives in line with Systems Development, Organisational Needs.
- Educated to degree level standard (or equivalent) or sound management information systems experience with experience in a local government or complex working environment.
- Extensive experience of proactively managing developments, projects and initiatives successfully.
- Ability to understand, interpret and produce complex information such as Strategic Plans, Business Models, System Specifications & Operating Documents and Performance Information.
- 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.
- Data extract report writing and data manipulation.
- Current driving licence, access to vehicle or equivalent mobility.

Desirable

- Extensive experience working in a Local Authority.

<p><b>Decision Making:</b>  Determine how the relevant budget should be managed each year.  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 user groups.  Map processes and translate business requirements to IT requirements</p>	
<p><b>Contacts and Relationships:</b>  Communicate with all levels of officers both within the Council and externally.  Communicate with specialist &amp; technical suppliers of equipment and software.  Make recommendations for future improvements of the solutions.</p>	
<p><b>Creativity and Innovation:</b>  Identify alternative working practices within the limitations of the solutions.  Direct the writing and updating of procedure guides as required.  Ability to pinpoint the likely cause of software errors.</p>	
<p><b>Job Specific Competencies:</b>  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.</p>	
<p>In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.</p>	
<p><b>Employee Signature:</b></p>	
<p><b>Print Name:</b></p>	<p><b>Date:</b></p>
<p><b>Line Manager's Signature</b></p>	
<p><b>Print Name:</b></p>	<p><b>Date:</b></p>