Role Profile

Job Title:	Grade/ Level:	Post Number:
Business Systems Analyst	M	P/A

Directorate:	Job Family:	Date Prepared:
Resources	Information & Technology	October 2018

Role reports to (Job Title):

Business Systems Manager

Job Purpose:

Deliver the application lifecycle of IT business solutions.

Work with I&T colleagues to ensure coordinated approach to support and development of business solutions.

Key Accountabilities:

1. Support the organisation to ensure new products and services are in line with relevant policies and strategies.

2. 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 digital business solutions.

3. 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.

4. Work with suppliers and internal colleagues to configure systems to meet business requirements

5. Ensure that front line support and development of the system is provided in line with requirements and appropriate standards.

6. 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.

7. 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.

8. 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 digital solutions to meet their changing needs.

9. 3rd 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.

10. Train end-users to ensure that they can fully utilise the digital business solutions.

11. Undertake any other duties that can be accommodated within the grading level of the post.

Supplementary Accountabilities:

1. Support the annual rent setting system processes ensuring that critical timescales are met in line with legal requirements. Liaising with business project manager and software suppliers as required.

2. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.

3. Promote equality and diversity best practice in all areas of work.

4. 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: None	Job Scope:
	Budget:
Typical tasks supervised/allocated to others: Dealing more routine problems and day to day enquiries.	Assets:

Knowledge and Experience:

Minimum

- ➢ Experience working with and developing Management Information Systems and Digital Solutions in line with requirements.
- ➢ Experience working with and developing MIS and Digital Solutions Training & Development in line with requirements.
- ➢ Educated to degree level standard (or equivalent) or sound management information systems experience with experience in a local government or complex working environment
- ➢ 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

Decision Making:

Make undefined day to day decisions to maintain the equilibrium of the solutions.
Represent at supplier user groups.
Map processes and translate business requirements to IT requirements

Contacts and Relationships:

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

Creativity and Innovation:

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.

Job Specific Competencies:

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.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.
We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart
We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success
We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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.

Employee Signature:	
Print Name:	Date:
Line Manager's Signature	
Print Name:	Date: