

Job Description

Job Title	Systems Team Manager
Grade	PO8
Reporting To	Head of Business Applications
JD Ref	SON119010

Purpose

Plan and manage the work and resources required to deliver a co-ordinated approach to the Department's system development, support and training needs which reflects both national and local requirements and that appropriate systems and procedures are in place to allow the Department to carry out its information recording and reporting needs in accordance with statutory requirements.

Main Duties And Responsibilities

- Develop, implement, monitor and continuously improve information and case management systems and infrastructure to support the Department.
- Lead the continuous development of the information and case management / recording systems to ensure that current systems are fit for purpose, accessible and maintained.
- Deliver an efficient and effective Departmental information and case management support service that ensures the smooth running of the Department and promotes a positive and professional image.
- Ensure that there are business continuity/disaster recovery plans in place for the Department's information and case management systems.
- Ensure that all users of the case management systems are provided with ad-hoc advice, guidance, training and support as required.
- Ensure that systems are in place to support payments are made in a timely manner in accordance with contractual obligations and agreed payment schedules.
- Ensure that Quality Assurance checks and audits of business processes are undertaken and report on compliance and opportunities for improvement.

- Undertake analysis and research relating to how information and case managements systems can support the Department's business requirements, report on findings and make recommendations as appropriate.
- Ensure that staff and key stakeholders are briefed appropriately in relation to Council wide communication and matters relevant to the service area.
- Line management responsibility including day to day supervision, absence management, performance appraisal etc.
- Develop, manage and motivate staff, which aspires to high standards of work and behaviour, by providing ongoing coaching and undertaking training needs analyses.
- Build and develop partnerships and relationships with senior officers, external organisations and the community to ensure services are developed in line with local and national priorities that meet with legislative requirements to influence wider policy agendas.
- Develop and maintain strong networks; facilitating good working relationships to progress and deliver improved outcomes for identified services.
- Undertake appraisal and development activity with staff, ensuring that their development meets the needs of the organisation and wider stakeholders.
- Provide specialist advice and guidance to internal/external customers.
- Provide technical assistance and specialist training to colleagues and external parties.
- Budget Management responsibility for the Systems Team.
- Ensure that the Department's case management systems interface to and reconcile with the corporate financial systems.
- Support service teams to accurately record and process financial receipts through the case management systems and linked financial systems.
- Inform senior managers on upcoming changes to legislation in relation to relevant business areas.
- Plan and deliver a case management system and infrastructure that meets the needs of the Department.
- Inform senior managers on technical and commercial developments in relation to relevant business areas.



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- Develop, revise, consult and implement new policies and procedures as required in relation to the Systems Team.
- Provide technical assurance and prepare standards, policies and procedures within area of specialism, ensuring compliance with best practice, relevant legislation and Council policy frameworks.
- Work collaboratively with internal and external partners to ensure services are delivered in the most efficient and cost effective way.
- Deliver and manage a full range of professional assignments and activities within a defined area to meet service requirements.
- Provide advice to others on complex, contentious or ambiguous service, resource or other significant issues.
- Lead on identifying and delivering change within the area of systems development, support and training to ensure continuous operational, performance and efficiency improvement. This includes scoping and leading medium to large sized projects.
- Scan the wider organisational context and external environment to identify implications for service needs, efficiency, and service delivery; and alert senior managers to potentially important opportunities and risks
- Support and plan workloads for case management support and development activity up to 2 years ahead, taking account of changes on the horizon that will influence the work of the Council including any new statutory duties that may emerge.
- Prioritise workload to meet strategic, local or national requirements.
- Realign services to meet budgetary efficiency demands.
- Work effectively to organisational and legal deadlines to ensure risks are identified and mitigated.
- Undertake options appraisal exercises, to support effective decision making.
- Ensure that the Department has relevant and timely information available to support effective decision at individual case level.
- Anticipate and resolve problems as they arise, managing staff effectively to do so if required.
- Escalate issues (including by exception) to the Senior Managers as required in a timely and appropriate manner.



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- Interpret complex management and service information to review progress towards team objectives on an on-going basis and improve systems where appropriate to enhance system quality.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Professionally qualified/relevant degree (or vocational equivalent) and / or substantial experience.

Knowledge & Skills

- Detailed understanding of the relevant professional, regulatory, statutory and corporate frameworks/standards.
- Excellent understanding of Council policies and a good understanding of wider strategic plans.
- Up to date and authoritative knowledge of the work practices, systems, processes and procedures.
- Sound analytical and problem solving capability.
- Excellent understanding of information, reporting and case management systems.
- Ability to plan and organise a range of complex activities and priorities within a focused area of service.
- Ability to formally train, motivate and mentor other professional staff.
- Ability to lead and provide coaching and support to others.
- Ability to influence others' behaviour through effective relationship building.
- A good understanding of Data Protection, the common law Duty of Confidence and Information Sharing legislation and practices.
- Excellent interpersonal, presentation and communication skills together with the ability to develop and maintain highly effective working relationships.
- Ability to prioritise, plan and organise workloads and to manage expectations and deadlines.
- *Desirable – Able to influence based on clear technical knowledge and information.*
- *Desirable – Planning own work and work of others over months.*

Experience

- Proven experience of managing projects.
- Experience of reviewing and developing services within a Health or Social Care environment.
- Experience of managing a diverse or complex service, enthusiasm for excellence and innovation and a commitment to continuous improvement.
- *Desirable - Demonstrate experience of delivering services/advice and developing others.*



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Additional Information

Work hybrid, with a flexible working approach to accommodate service needs.

Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Rebecca Doyle, Head of Business Applications

Date Of Approval: 05/03/2025



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