DARLINGTON BOROUGH COUNCIL

RESOURCES

JOB DESCRIPTION

POST TITLE :   Systems and Process Officer

GRADE :   N

JOB EVALUATION NO.   D3310

REPORTING RELATIONSHIP   Responsible to Systems and Process
                                                Operations Manager

JOB PURPOSE :   To support the Council's IT systems and users
                                                in the purchase, development and use of the
                                                systems. Apply standard business process
                                                improvement tools to document, analyse and
                                                improve business processes in order to improve
                                                performance or deliver efficiency savings to
                                                support the development of IT systems and the
                                                relationship between process and systems.

POST NO.   D13144

PDR COMPETENCY FRAMEWORK   Level 1, Expected Competencies for all
                                                employees

MAIN DUTIES/RESPONSIBILITIES

1. To be responsible for the management and day-to-day running of the Council's
    Corporate IT Systems.

2. To assist in the development of the Council's Systems strategy and to support the
    implementation and monitoring of the strategy.

3. To work with staff in Xentrall and IT providers, including participating in local and
    regional groups.

4. To support the Systems Project Manager in working with operational service
    managers and key stakeholders to develop new projects, define new processes
    and work with new and existing applications.

5. To be responsible for system administration function for the systems, including
    assisting with helpdesk calls, identifying operational/technical problems and
    maintaining accurate information collection.

6. To work with partner agencies to develop and support integration of services.

7. To provide system set-up support and guidance to users of the systems by working with the Systems Trainer to ensure targeted system support.

8. To work alongside the Systems Trainer and Systems Helpdesk to identify where there are gaps in knowledge is use of corporate systems

9. To produce documentation for system support, including policies and procedures to meet statutory requirements and ensure that this is updated as necessary.

10. To ensure that all systems have an appropriate level of security in place and that suitable audit trails are provided in accordance with statutory and Council requirements.

11. To carry out testing and evaluation for systems, including, for example, system updates and for maintenance releases to ensure business needs are met.

12. To work effectively with operational managers including attending team meetings, to ensure applications meet service delivery needs and users receive consistent direction and support.

13. To deputise in the absence of the System and Process Operations Manager as required.

14. To be an effective and flexible member of staff to ensure the team meets the demands made upon it.

15. To undertake internal/external training as required developing the necessary Business Process Improvement skills to allow the post holder to provide BPR support to a number of process re-engineering projects.

16. To apply and use standard business process improvement tools and methodology and ensure that defined quality standards are maintained at all times.

17. To consider the role of IT systems in business processes and the way in which processes should inform and support the systems strategy and to actively seek to identify service areas where BPR could be applied to deliver service improvements and/or efficiency savings.

18. To analyse and document existing business functions, processes, information flows, data structures and use of staffing, etc., and assist in the identification of strengths, weaknesses, and opportunities for improvement.

19. To assist in the re-engineering of business processes and/or design of new processes working with colleagues/third parties as required applying specialist skills such as value stream mapping, LEAN six sigma and Kaizen during the analysis and design phases.

20. To present options for process improvement, documenting proposed process flows, staffing requirements and projected benefits for each option.

21. To analyse process and financial data post implementation to capture the financial and performance benefits realised.

22. To lead rapid process improvement workshops to support service delivery staff in identifying process improvements and implementation plans to allow delivery of quick wins.

23. To support the development of business cases at programme, project and process level to help make the case for change.

24. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.

25. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.

26. Carry out your role in line with the Council's Equality agenda.

27. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.

28. Any other duties of a similar nature related to this post that may be required from time-to-time.

29. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

Date: August 2018

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	Degree in a relevant subject or equivalent, e.g. ICT, business administration.		D
2	A recognised qualification in business analysis e.g. six sigma green belt, LEAN practitioner/LEAN Leader		D
	Experience & Knowledge		
3	Detailed knowledge and approx. 4 years' experience of establishing and maintaining a range of ICT and information systems e.g. Business Objects, Microsoft Office	E	
4	Experience of extracting, analysing and presenting data		D
5	Knowledge of best practice in management of ICT within a large public or private sector organisation	E	
6	Experience of providing the lead support for key corporate systems and supporting user groups	E	
7	Experience of developing and implementing strategies and monitoring and reviewing policies and procedures	E	
8	Experience of interpreting legislation, policies and procedures to give recommendations and advice	E	
9	Experienced in the application of project management methodologies through involvement in project delivery at project team member level.	E	
10	Experience of dealing with Information Governance issues and knowledge of data protection requirements.	E	
11	Knowledge/Experience of change management	E	
12	Experience in the use of recognised BPI tools such as process mapping, needs analysis, LEAN sigma, value stream mapping	E	
13	Approx. 3 years' experience of supporting staff with information issues.	E	
14	Experience in the successful re-engineering of complex cross functional processes.		D
15	Experience of producing financial reports.		D
16	A background in IT or experience of supporting one of the following systems, Liquid Logic, Carefirst, Uniform, GIS, LLPG, EMS, Soft smart, Lagan		D
17	Experienced in the use of recognised Process Mapping/Process Mining software		D
18	Awareness of the requirements of PRINCE2 or MicroP2 methodologies when delivering projects		D
19	Experience of partnership working across a range of		D

		agencies/organisations.		
		Skills		
20		Ability to communicate both orally and in writing to a range of audiences (including ability to write clear and concise reports & presentations)	**E**	
21		Ability to extract, interpret and analyse data with skill and understanding, using a range of information sources, identifying anomalies and trends as appropriate	**E**	
22		Ability to present complex information in formats appropriate to non-specialists without compromising meaning	**E**	
23		Ability to work under pressure, plan, prioritise and organise own workload with minimum supervision and to strict and sometimes conflicting deadlines	**E**	
24		Ability to produce original and creative ideas	**E**	
25		Ability to recognise the strategic links between projects.	**E**	
26		Competent in the facilitation of workshops to build detailed process maps and extract necessary process metrics.	**E**	
27		Ability to work to broad policy guidelines and to use discretion, act on own initiative and make decisions without reference to manager as required	**E**	
28		Ability to regularly give advice and guidance, including demonstrating duties, instructing and checking the work of others	**E**	
		Personal Attributes		
29		Flexible approach to working to time arrangements	**E**	
30		Flexible approach to a fast changing working environment	**E**	
31		Ability to influence and inform others	**E**	
32		Ability to take initiative and develop solutions to difficult and complex issues in a commercial environment	**E**	
		Special Requirements		
33		Ability to work as part of a team.	**E**	
34		Innovative hard worker.	**E**	