

Business Systems & Development Officer

Reports to: Assistant Revenues and Benefits Manager

Direct reports: N/A

Evaluation: 513 points

Grade: N7

Reference: A4458

Purpose

To ensure that core business systems are modern, efficient and cost effective to meet service and statutory requirements.

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To ensure that core business systems and customer portals are continuously improved and developed to respond to changing demands.
2. To design and develop comprehensive data extraction and test scripts to model, format, interrogate and manipulate data to inform business requirements and government returns.
3. To implement new and existing software applications and carry out and evaluate user and customer testing.
4. To design, develop and implement web forms including integration into core system processing systems and user and customer testing.
5. To update and maintain the website and intranet in relation to revenues, benefits and exchequer service and team pages.
6. To provide advice, guidance and support on complex areas of business systems including functionality changes, integration, API's and the usability for customers, staff and other colleagues across the council.
7. To research, identify, test and implement new innovative and proactive technology solutions across the service to support new ways of working.

8. To ensure that staff are compliant in security and access to the DWP's Employee Authentication Service and that training and awareness of this is carried out and adhered to.
9. To develop and maintain positive and collaborative relationships with all internal and external stakeholders.
10. To liaise with other Service Teams within the Council, and public and private organisations and partners, on matters relating business systems development.
11. To research, identify and implement business process improvements and participate in the development of business opportunities relevant to the service area.
12. To contribute towards effective development and implementation of revenues and benefits policies across the council.
13. To lead on specific projects as required.
14. To promote and implement our Equality policy in all aspects of your employment.
15. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.