CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Resources

DIVISION: Croydon Digital Service

JOB TITLE: **Digital Systems Officer**

ROLE PROFILE

Job Title:	Digital Systems Officer
Department:	Resources
Division:	Croydon Digital Service
Grade:	Grade 10
Hours (per week):	36
Reports to:	Senior Digital Systems Officer
Responsible for:	No direct line management but will have some supervisory responsibility for temporarily assigned or shared employees, involving allocation and checking of work for quality, quantity and conformance to CDS standards.. The Post holder will be required to deputise for Senior Digital Systems Officer in their absence where appropriate
Role Purpose and Role Dimensions:	The Digital Systems Officer: - Assists services to use their line of business applications effectively - Supports the production and analysis of operational, financial and performance data, including the discharge of the Council's statutory responsibility for reporting of national performance and statistics. - Drive systems use and data compliance with established policies, procedures and standards - Implements service improvements through effective configuration of the application
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Solution Suppliers Professional Groups Other Local authorities Partner agencies and organisations and community groups Government Departments Members of the Public

Outside agencies (For example Schools, Courts)

Key Internal Contacts:

Service Directors
Heads of Service
Digital system users including Councillors
CDS demand and discovery squads
CDS Software Licencing team
CDS Proposition and Engagement Manager
CDS Architects
Information Management
Performance & Reporting
Public Health
Finance and Audit

Financial Dimensions:

Support the technical and operational financial interfaces between systems and reconciliation of financial data.

Provide reports, dashboards and analytical data on the cost of service provision, which are essential to the council's financial controls. Responsibility for the timely business system application configuration for finance recording and support the production of statutory submissions used for allocating external funding and monitoring of ring-fenced budgets.

Key Areas for Decision Making:

The post holder will be required to help make complex decisions on how to interrogate data held within the line of business systems to deliver accurate and meaningful reports and analysis against complicated requirements and often urgent deadlines.

Post-holder will collaborate and advise relevant Service Managers and service users to understand and implement reporting and data changes to the line of business application.

The post holder will proactively work with colleagues across services to ensure that the council meets its statutory duties to provide accurate data collection and returns

The post holder is required to make complex tactical decisions about how to balance priorities of a wide range of stakeholders in pursuit of overall data quality objectives

Post-holder will prioritise workload of self to ensure target service levels are met across support, requests and project work.

Other Considerations: Where necessary, occasional evening, night time and weekend working is required in order to manage system changes with minimum impact on system users.

The post holder is required to be flexible and mobile and may be required to visit and work from other Council offices across the borough (including schools)

Enhanced DBS and children's and adults barring may be required for roles accessing systems holding such data

Is a satisfactory disclosure barring check required?
(click here for guidance on DBS)

Enhanced DBS and childrens and adults barred list **and**

What level of check is required?

Is the post politically restricted
(*Click here for guidance on political restriction*)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
(**Click here for guidance on ROA**)

select from drop down

Key Accountabilities and Result Areas:	Key Elements:
Liaise with service users to understand how data is entered and processed so it can then be effectively used and reported upon	This will involve: Understanding how systems are currently being used to support business processes and reporting - discussing future requirements and functionality and challenging current behaviours of system users.

Ensure line of business system configuration, functionality and reporting is aligned to service needs and legislative requirements, including:

- 2nd and 3rd line applications support
- System administration – codes, templates, workflows, forms
- System administration – data cleansing, correction, de-duplication, loading reference data
- User administration – security roles, access and configuration
- User administration – setup and auditing of financial authorisation thresholds
- Batch processes
- Interfaces and file transfer
- Housingkeeping
- Document Management Systems

Support the operational and financial interfaces between systems and reconciliation of data.

Support service users to identify where systems and data can be used more effectively - ensuring the needs of users are being met, identified and measured through regular user research

Drive compliance with established policies, procedures and standards with respect to service data

Undertake data maintenance, data cleansing and data management activities to design, recommend and action targeted interventions with the aim of improving system data quality, liaising with internal and external stakeholders

Capturing users' pain points, spotting patterns in user frustrations/workarounds, in order to make or suggest product changes that will improve workflows and outcomes

Suggest new ways of working through the application of digital systems and tools

Support change management activities and training needs to ensure effective system adoption and use.

Support the maintenance of a backlog of improvements and changes for prioritisation in consultation with service and CDS proposal squad

Support services directly, and via network of super users, to ensure systems are being used properly and data is being entered accurately to comply with established policies, procedures and standards

Support the co-ordination of a working group of super-users with cross-service membership.

Advise and support the handling of archived data

Develop and maintain queries reports and dashboards to support the production of statutory, financial, performance or data quality reporting

This will involve:
Understanding of the data model upon which the line of business system is based.

Support the delivery of a suite of reports based on user need and prioritised via the CDS pipeline process

Use advanced business and data analysis techniques to interrogate the line of business systems using reporting and business intelligence tools or SQL queries to create and maintain reports and dashboards.

Lead on the presentation and communication of these reports to ensure appropriate impact.

Understanding of the statutory reporting requirements and how data stored in the system is processed to be able to generate them

Assist with the discharge the Council's statutory responsibility for reporting of national performance and statistics

Perform agreed data cleansing, correction, maintenance and de-duplication routines to maintain system data integrity

Advise on data quality issues and troubleshoot discrepancies in data which may be impacting on the accuracy and consistency of reporting, interfaces or data migration.

Where appropriate instigate data quality checking processes and procedures to cleanse, verify and maintain data held on systems to improve reliability and consistency

Work with vendors and other disciplines to find ways to improve system usability and data accuracy

Administer appropriate security controls for users accessing the application and its data

This will involve:
Working knowledge of how security access model operates for each supported line of business application (i.e. the application but not the wider technical environment).

Follow agreed procedures to add, amend and remove user access to line of business systems.

Monitor actual usage of user security controls for users accessing application and/or its data against agreed standard escalating conformance issues.

Keep service stakeholders informed so they know the process to make user system access requests.

Participate in and support project work involving changes to systems, including user acceptance testing, user training and user engagement

This will involve:

Liaising with the proposal and discovery squad to support the prioritisation and planning of work.

Support the project delivery squad to deliver projects affecting line of business systems.

Proactively support project delivery lead by supporting service user engagement and comms.

Perform systems implementation tasks within the contractual boundaries between LBC and its contracted IT suppliers necessary to maintain the application in a supportable state

Complete allocated project tasks in a timely fashion liaising with partners and suppliers as required and following appropriate service and project management procedures.

Support key users to write and perform user acceptance testing to verify changes made to system are robust and fit-for-purpose.

Create and maintain training materials to support end user, data, administration, service improvement, and technical support of key systems.

Deliver training as required, including train-the-trainer, show & tell, induction

Support service managers with training need analysis to ensure system users are proficient in their use of key systems

Where required, migrate data for projects to various locations, advising on best practice for data validation and verification

Work closely to support service during 'hypercare' period of project delivery.

Assist with aspects of the business relationship with the council's line of business system suppliers

This will involve:
Assist Digital Systems team colleagues in their dealings with business system suppliers.

Awareness of systems roadmaps and how they are used to prioritise the pipeline of work in CDS.

Work with colleagues, vendors and other disciplines to how system processes, data and workflows function and find ways to improve usability and consistency.

Be aware of service management processes for application support and maintenance, following them under guidance

This will involve:
Use the service management system (Service Now) and related processes to manage tickets so demand and target service levels can be effectively measured and monitored.

Support team response to escalated tickets, major issues, and project transition 'hypercare'.

Create, maintain and share support documentation and knowledge

Working knowledge of the CDS service catalogue and how it relates to the line of business systems

Be aware of best practice among support community

This will involve:
Ensuring appropriate technical and user documentation is created, maintained and accessible

Actively learn from colleagues and follow established procedures and knowledge.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection	▪ Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
	▪ Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
	▪ Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
	▪ There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.
Contribute as an effective and collaborative team member	This will involve:
	▪ Participating in training to demonstrate competence. ▪ Undertaking training as required for the role. ▪ Participating in the development, implementation and monitoring of service plans. ▪ Championing the professional integrity of the service.
Health and Safety	▪ Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. ▪ Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. ▪ Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

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Essential knowledge:

- Knowledge and skills relating to the use, support and administration of at least one workflow based ICT line of business system and the context in which it operates.
- Good knowledge of user acceptance testing application systems
- Good working knowledge of information governance issues including data protection, freedom of information, data security and service specific standards (e.g. GDPR)
- Good understanding of national data and information frameworks as set out by the central government departments
- Excellent knowledge and skill using spreadsheets, reporting, business intelligence and data extraction tools
- Strong knowledge of data analysis, data validation, cleansing and retention
- An ability to develop detailed knowledge of Croydon's systems and business processes in relevant service areas

Awareness of IT Infrastructure Library (ITIL) service management framework as it relates to line of business systems

Essential skills and abilities:

- Ability to manage and deliver a range of project tasks and support activities of varying complexity
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads
- Good relationship management.
- Excellent skills in data management, analysis, interpretation and reporting.
- Strong knowledge and skills in database reporting and/or business intelligence tools including the ability to write reports
- Use of Microsoft Excel functions and pivot tables to intermediate/advanced level and/or business intelligence software for the purposes of data reporting
- Good written and verbal communication skills
- Good problem-solving and creative abilities.
- Ability to maintain a high degree of confidentiality and to use discretion in dealing with sensitive information.

- Confidence to present and deliver different types of training to stakeholders
- Able to work effectively as a team player
- A consistently positive attitude to change
- Good organisational skills
- Commitment to providing excellent user support, with a customer-service ethos
- Ability to influence – and unafraid to constructively challenge
- Ability to create and maintain a range of products including system documentation, test plans, training materials and user guides
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads

Essential experience:

- Experience of supporting service users managing complex data and the security access controls of key line of business systems storing financial and sensitive data (and documents)
- Experience of identifying data quality issues and implementing a data improvement plan in a key line of business system
- Experience of supporting change management involving systems configuration and administration, user testing, training, project and service delivery
- Experience of delivering a range of ICT products including test plans, training materials, user guides and other documentation.
- Experience of working closely with service users, senior stakeholders, delivery partners and 3rd party suppliers
- Some experience of using a ticketing system for managing support requests
- Awareness of product management and agile/lean methods

Special conditions:

Where necessary, occasional evening, night time and weekend working is required in order to manage system changes with minimum impact on system users.

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