

## Job Description

Cyngor Bwrdeisdref Sirol

# Blaenau Gwent

County Borough Council



### Corporate Services Department

<b>Post Title</b>	<b>Product Specialist – Systems</b>		
<b>Post Number</b>	<b>BG11946</b>	<b>Grade</b>	<b>Scale 9</b>
<b>Base</b>	<b>Civic Centre</b>	<b>Hours of Work</b>	<b>37</b>
<b>Contact</b>	<b>Gemma Wasley</b>	<b>Updated</b>	<b>August 2019</b>

#### Principal Job Purpose

Responsible to: Service Manager – Performance and Democratic

Responsible for: The technical management, development and coordination of I.T. systems to support service delivery. Maximise the potential of IT applications to support the Council's performance management arrangements

#### Principal Accountabilities

1. Lead and manage the review, development and implementation of the strategic IT application requirements of the Council, in particular Social Services and Education. With particular focus on the requirements of the Well-being of Future Generations (Wales) Act 2015 and Social Services and Well-being (Wales) Act 2014 including managing the development of systems for providing management and performance information.
2. Lead role for the analysis and production of business and technical specifications and development of IT to resolve dynamic business challenges
3. Manage the development of data quality systems for the monitoring of information and work closely with Directorates to provide initial challenge in relation to performance and systems in order to identify service improvements and system development.
4. Lead the necessary business and system analysis to develop, establish and implement information systems in order to support business processes and comply with legislation.
5. Manage the SQL databases and lead the development of SQL scripts and data extraction for management information reports.

6. Manage the diagnosis and resolution of application problems within the department's software systems.
7. Provide specialist guidance and information on the capabilities of Council ICT services, particularly WCCIS and Capita ONE and contribute to continuous improvement to meet future needs to ensure competent and forward thinking management of ICT. Forecast the effect of potential future changes in software/hardware/business requirements and plan accordingly.
8. Advise on ICT requirements to encourage effective use of WCCIS and associated ICT systems promoting a culture that maximises the use of IT across the Council and key strategic partners and suppliers.
9. Assist stakeholders in accessing real time information for the effective management of person centred care through effective business change, training and support across the Council
10. To manage the development of systems for providing management and performance information
11. To take the lead role in influencing regional and national agendas, representing the Council at meetings both internally and externally.
12. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
13. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
14. To undertake any other duties reasonably required in order to provide the service.

## Person Specification – Product Specialist - Systems

1. Qualifications & experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
<b>Qualifications/relevant experience</b>					
Educated to degree level or equivalent in a related discipline or subject	Essential	✓			
Bsc. in Business Information Tech. or equivalent	Desirable	✓			
<b>Other experience</b>					
Extensive experience of business/IT systems design, development and implementation	Essential	✓	✓		✓
Project management experience of achieving change in practice and implementing new software	Essential	✓	✓		✓
Proven experience of working in a performance management environment	Essential	✓	✓		✓
<b>Knowledge/Skills</b>					
Thorough understanding of Microsoft Access and SQL Server 2008 or above	Essential	✓	✓		✓
Practical knowledge of the full Microsoft Office suite	Essential	✓	✓		✓
Good interpersonal and influencing skills to communicate effectively with a wide range of people	Essential	✓	✓		✓
Well developed abilities of negotiating and successfully managing complex relationships with internal and external customers and third party provider relationship management.	Essential	✓	✓		✓
Detailed knowledge of assessment & care management process and current Social Services Information Systems and requirements	Desirable	✓	✓		✓
Knowledge of Social Services legislation requirements	Desirable	✓	✓		✓
<b>2. Special Requirements</b>					
Problem solving skills at a technical and business level	Essential	✓	✓		✓
Meticulous eye for detail	Essential	✓	✓		✓
Ability to create solutions when no guidance is available	Essential	✓	✓		✓

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Managing the Team</b>	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team				✓
	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line				✓
	Supports & encourages good work-life balance in the team				✓

		<b>Assessment Method</b>			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering a Continually Improving Service</b>	Ensures the team understand how they contribute to achieving operational objectives				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance				✓
	Challenges poor performance appropriately				✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Uses appropriate and precise methods of communication				✓
	Communicates positively and respectfully				✓
	Checks others' understanding				✓
	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Making Informed Decisions</b>	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Working Together</b>	Understands the benefits of working together				✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Putting the Citizen First</b>	Recognises the importance of the citizen's input to improving the service				✓
	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery				✓
	Is positive about the organisation and the community it serves				✓