Job Pack

Business Applications Officer

Lewes District Council

EASTBOURNE
Borough Council
Working in partnership with **Eastbourne Homes**

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

"The best of town, country and coast"

Information

This is an essential role for Lewes and Eastbourne Councils, based in the Business Applications Team, within the ICT BAU department. **This role can be carried out remotely working from home** with occasional onsite visits for team meetings, HR meetings and collection of ICT equipment.

This post provides an exciting opportunity for you to play a key role in working within a shared ICT service to meet the changing needs across the two councils.

Business applications are critical to the day-to-day running of all council services. The Business Applications Officer will act as point of escalation for colleagues resolving complex system incidents, problems and service delivery issues. This post will specialise and be the lead officer in understanding and managing the finance applications used by the Council (currently Civica Authority Financials and Civica ICON) and will train and mentor the Applications Support Assistants.

The successful candidate will have an advanced theoretical knowledge of finance systems as well as practical application and knowledge of legislative requirements relevant to finance. Analytical, with the ability to deliver a range of technical interventions and solve complex problems, you will be an excellent communicator with good negotiation and influencing skills.

Job Description

Post Title	**Business Applications Officer**
Department	**HR and Transformation**
Division	**ICT**
Grade / salary	**D/E**
Reports to	**Business Applications Team Leader**
Date prepared	**March 2021**

Job Purpose

1. To be the organisation's lead officer in understanding and managing one or more corporate business applications used by the Councils.

2. To train and mentor Applications Support Assistants

Key Tasks

3. Maintain expert level awareness of related and emerging system technologies and best practice, acting as the point of escalation for colleagues to provide expert technical information, guidance and advice to managers and staff as appropriate.

4. Act as point of escalation for colleagues resolving complex system incidents, problems and service delivery issues in an appropriate and timely manner working flexibly to meet service demands.

5. Review and monitor the effectiveness of the system, workloads and processes, ensuring operational effectiveness and best value for stakeholders and customers, implementing improvements as agreed.

6. Establish effective working relationships with internal customers and technical suppliers.

7. Produce basic training materials on supported systems in line with agreed standard approach and in conjunction with service areas.

8. Contribute to the development of strategies, procedures, standards, business and continuity plans to ensure the team is able to meet future challenges and customer / stakeholder expectations with increased service efficiency and effectiveness.

9. Maintain paper and ICT based knowledge systems and records; accurately inputting, updating and retrieving data as required and ensuring that all system, personal and sensitive data is stored securely and confidentially.

10. Mentor, coach and train colleagues in order to support learning and development objectives and priorities to meet service delivery standards.

11. Develop a training plan to aid in the delivery of (8).

12. To help the organisation understand the practical implications of a move to a new system from a user perspective, and work with the designated project manager in delivering a smooth transition.

13. To lead the organisation's regular communication with systems suppliers, understanding developing future product strategy, individual modules, version control, upgrades.

14. To understand and record all integrations with other systems and the ICT architecture dependencies (e.g. servers).

15. To develop appropriate test plans and test data forbusiness applications , rectifying any faults found and ensure that the outcomes are appropriately documented.

16. To create and maintain effective customer relations, demonstrating an understanding of the issues relating to the customer's service delivery needs and ensuring that the objectives of any work match the authority's strategic needs.

17. To work with the Report Developer and Automation Officer to ensure that all upgrade and version changes are thoroughly tested prior to go live.

18. Work with the Report Developer and Automation Officer to maximise opportunities to automate system tasks and checks, using the councils' automation tool(s).

19. To understand, capture and record detailed records of processes and integrations relating to business applications.
20. To lead systems training for users in the organisation.

21. To initiate and drive continuous improvement in service performance and efficiency.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.

2. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations

3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities

4. To understand and apply the council's Data Protection and Data Quality policy and procedures

5. Any other duties commensurate with the nature of the post.

6. You will be required to support Lewes District and Eastbourne Borough Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.

7. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	• **Understands the Councils' purpose, goals, objectives and values, and is willing to behave consistently with them.** • **Knows the strategic direction of the Councils and acts in support of it.**
Communicating Well	• **Provides the right information to the right people, at the right time, via the right method.** • **Works positively to gain understanding from others.**
Driving Improvement, Performance and Results	• **Takes responsibility and ownership for decisions, actions and results.** • **Takes actions to improve skills, knowledge and level of contribution.** • **Seeks and delivers high standards for self, team and Councils.**
Self Management – self motivated and professional	• **Is organised and uses time and technology efficiently. Adopts a flexible approach to change.**
Delivering for our Customers	• **Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers,**

	generating high levels of customer satisfaction.
Working Together	• **Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships.** • **Demonstrates commitment to achieving overall team objectives.**

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

. QUALIFICATIONS

Essential	Desirable
• 5 GCSEs at grade 'C' or above (or the equivalent), including English and Maths **Note – at higher grade in role** • Educated to A Level standard or equivalent or qualified by strong relevant experience	• Educated to A Level standard or equivalent or qualified by strong relevant experience • ECDL or equivalent • Train the trainer or equivalent experience **Note – at higher grade in role** • Degree or equivalent

. TRAINING

Essential	Desirable
• MS Office	• One or more business applications used by the councils

. SKILLS & ABILITIES

Essential	Desirable
• Excellent interpersonal and customer relationship skills • Excellent oral and written communication skills • Good negotiation and influencing skills • Attention to detail & accuracy • Good numeracy and literacy skills • Ability to use own initiative • Ability to organise and prioritise own and others work • Ability to meet deadlines • Excellent analytical and problem solving skills. • Demonstrable technical proficiency in supporting business applications • Complex problem solving skills	

• Commitment to delivering best value services • Ability to work to agreed standards and targets in a performance driven office • The ability to develop and implement work based processes and procedures and drive improvement • Ability to work independently, using own initiative	

. KNOWLEDGE

Essential	**Desirable**
• Excellent knowledge of policies & procedures and legislative requirements relevant to platform function • Demonstrate an appreciation of ICT Service Management best practice • Good knowledge of the business of the Council and use of ICT • Broad knowledge of ICT technologies • Advanced theoretical knowledge of corporate systems and practical application • Knowledge of relevant IT systems/databases • MS Office • Have a good understanding of performance measurement and relevance of reporting and monitoring tools	• Data Protection and Freedom of Information Acts • In-depth knowledge of at least two corporate systems

5. EXPERIENCE

Essential	**Desirable**
• Previous experience in similar role • Demonstrable experience of using same/similar systems. • Experience of using Microsoft Windows and Office software • Delivering a range of technical assistance and interventions	• Using electronic document systems • Experience of systems used in the Councils • Systems Administration • Working in a customer care environment

	• Knowledge of Systems Integration principles

6. OUTSIDE INTERESTS

Essential	Desirable

7. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
• Willingness to work within the Council's Core competency framework • An engaging, enthusiastic and positive manner with a strong "can do" approach	

All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration
This is a Permanent contract.

Conditions of Service
The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E

Salary
The spinal column points (SCP) for the post are as follows:

SCP 15	£24003	SCP 22	£27573	SCP 29	£32910
SCP 16	£24483	SCP 23	£27741	SCP 30	£33782
SCP 17	£24973	SCP 24	£28672	SCP 31	£34728
SCP 18	£25473	SCP 25	£29577	SCP 32	£35745
SCP 19	£25982	SCP 26	£30451	SCP 33	£36922
SCP 20	£26502	SCP 27	£31346	SCP 34	£37890
SCP 21	£27032	SCP 28	£32234		

Hours
The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work
Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be occasional.

Agile Working
Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be rarely for this role.

Probationary Period
All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period
The contract of employment applicable to this post will specify a minimum period of one calendar month increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension
We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5%