



**Cumberland
Council**

Post Specification

Date	June 2021
Post Group Number	7240
Post Title	Service Lead – Systems Development
Job Family	Organisational Support
Job Family Role Profile	OS15
Final Grade	15

To be read in conjunction with the job family role profile

Service Area description

Systems Development & Support, ICT Services

Purpose of this post

The Service Lead – Systems Development will act as a key Systems contact for the end user service area, ensuring broad systems knowledge and expertise is in place to deliver directorate and service level priorities. Working effectively with colleagues to understand the business need, ensuring flexible and focused support and skills are available so that the systems solutions, skills, and experience of the team enable high quality and consistent outcomes for the customer.

Key job specific accountabilities

1. A key point of contact for directorate or service areas in relation to key corporate system developments, issues and requirements. Responsible to deliver high quality, customer focused approaches to enable delivery of strategic and operational programmes of work.
2. Responsible for building strong relationships with key customers, understanding the needs of the service areas and translating business requirements into solutions utilising the full resources of the Systems Development & Support Team to ensure data and intelligence informs front line delivery options and decisions in a clear, timely and consistent way.
3. Contribute to directorate and service business plans, maintaining key contact with directorate management teams and developing a strong understanding of service system requirements. Actively supporting and promoting best practice systems development within the directorate through a thorough understanding of the specific services and requirements ensuring priorities are delivered within the resources available.
4. Responsible for sourcing solutions through the identification of need, ensuring simple and consistent processes, clear service offer and standards are in place to meet specific workforce needs for the directorate and wider organisation and to deliver value for money.
5. Lead, manage and deliver cross functional improvement Programmes and Projects including the management of several projects concurrently alongside developing, implementing and reviewing clear operating principles and new ways of working within the team.
6. Contribute to wider system service planning by establishing business needs and proposing system solutions, including development, training, and support so that end users can self-serve allowing corporate system resources to focus on more complex projects.
7. Evaluate new systems products, upgrades, and enhancements, working with sector specialists and peers to create plans continuous improvement and implementation.
8. Contribute to the planning, development, and promotion of corporate, strategic and service initiatives in accordance with the Council's priority programme agenda.

Please note annual targets will be discussed during the VIP appraisal process

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Key facts and figures of the post	
Budget Responsibilities	Ensuring customer priorities are delivered within resources available
Staff Management Responsibilities	Direct line management of team
Other	
Essential Criteria - Qualifications, knowledge, experience and expertise	
- Degree, professional accreditation, equivalent relevant competence or demonstrable experience of developing and delivering system related improvements or similar projects. - Takes professional lead in a defined complex area to achieve operational objectives or provide expert advice in a supporting function. - Proven track record of developing a customer focused approach, implementing high quality systems solutions to meet business needs.	
Disclosure and Barring Service – DBS Checks	
This post does not require a DBS check.	
Job working circumstances	
Emotional Demands	Minimal emotional demand
Physical Demands	Minimal demand
Working Conditions	Flexible working style that balances the split between office working and home working to balance the needs of business and personal preferences.
Other Factors	
- Ability to travel around the county. - Willingness to potentially work outside normal office hours to meet the requirements of the post and business needs of the service.	