

Post Specification

Date	February 2024
Post Group Number	8267
Post Title	Systems Development and Information Assistant
Job Family	Organisational Support
Job Family Role Profile	OS9
Final Grade	Grade 9

To be read in conjunction with the job family role profile

Service Area description

Systems Development Team, ICT Services
Business Transformation and Change

Purpose of this post

The Systems Development and Information Assistant will assist in the development of key systems within the Council as a key enabling service to deliver high quality service outcomes for the customer.

Key job specific accountabilities

- To assist the development of key management information systems and applications to ensure that all systems support the priorities and on-going improvements including new initiatives and changes to statutory requirements.
- To provide support and guidance for users and managers to ensure systems are used consistently and effectively. This will include providing direct support when requested, arranging, and delivering training, maintaining system guidance. Deliver workshops and mentoring to ensure core business systems are used effectively.
- Consult with relevant managers and staff in respect of business systems development proposals and to provide advice on implementing business change processes, specifically on the roll out of new and upgraded ICT systems and functionality.
- Design, develop and update forms, views, reports, and other data retrieval and access tools to provide the required information and intelligence in the correct format that is accurate, concise, high quality and timely.
- Carry out system management functions and develop information processes to guarantee the integrity of the systems and to ensure compliance with internal and external requirements such as Information and Data Security, and GDPR compliance.
- To develop systems which enable monitoring of the Directorate's activity against national targets, and performance indicators, responding in a timely manner to accommodate new directives/recommendations from the Government.
- Analyse and develop information processes to meet new initiatives for the Directorate and/or partner agencies.
- Analyse and understand system integrations and connectivity to other key systems.
- To act central liaison point with key suppliers and internal teams in relation to core business systems in particular regarding new releases of software.

Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	No direct budget responsibilities
Staff Management Responsibilities	No direct staff management responsibilities
Other	
Essential Criteria - Qualifications, knowledge, experience and expertise	
- Recognised relevant qualification to NVQ Level 3 qualification or equivalent relevant experience. - Experience of working with management information/case management systems - Knowledge of ICT systems and high level of technical skills - Understanding of data protection issues, confidentiality, and sensitivity to the needs of individuals - Good organisational and planning skills - Ability to compile and analyse statistical information - Experience of responding to customer requirements - Ability to train and support others including the production of user documentation to the required standards - Ability to work individually, taking responsible for own time - Ability to work to deadlines with a high degree of accuracy and attention to detail	
Disclosure and Barring Service – DBS Checks	
This post requires does not require a DBS check.	
Job working circumstances	
Emotional Demands	May have exposure to sensitive and upsetting information
Physical Demands	Minimal demand
Working Conditions	Flexible working style that balances the split between office working and home working to balance the needs of the business and personal preferences.
Other Factors	
Willingness to potentially work outside normal office hours to meet the requirements of the post and business needs of the service.	