Care Systems Development Officer
Grade 10

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make
courageous decisions
* Empowering – We empower and support our people by giving them
the opportunity to do their jobs well.

About the Service

The structure of Health and Care provides a clear focus on 3 defined areas of work:

1. Public Health and Prevention
2. Adult Social Work and Safeguarding
3. Care Commissioning

## This job plays a key role within the wider Social Work and Safeguarding team.

Under the direction of the Care Systems Development Lead, the Care Systems Development Officer is primarily responsible for the operational management of systems that provides support to managers and their teams across adults and children’s services delivered within Staffordshire County Council and partner agencies. They will also be primarily responsible to provide information advice and guidance to support effective delivery of social work practice within Social Care. The role will support the delivery of change projects designed to ensure that front line services are supported to deliver the core activities of social care practice.

Reporting Relationships:

Responsible to: Care Systems Development Lead

**Responsible for:** CareSystems Support Officers and Care Systems Analysts

Key Accountabilities:

**1.** Effectively manage the work plan for system development and improvement, informing and enabling stakeholders to improve performance and service delivery by improved technology and associated ways of working.

2. Ensure that the system will deliver customer requirements, and act as an interface for suppliers, maintainers, users, and partner organisations.

**3.** Support partners in the effective implementation of new standards, policies, procedures, and business processes and ensure that systems meet current and future national/local requirements for service delivery.

**4.** Appropriately coordinate management reporting, both internally and externally.

**5.** Ensure that robust change management, release management and testing is in place and that Service Level Agreements are effectively managed and acted upon.

**6.** Manage changes to the systems environment to ensure that software is up to date and secure. With no adverse impact on users.

**7.** To deliver or support, as appropriate, change projects as part of the delivery plan for Adult and Children’s Social Care.

**8.** Establish, develop and maintain effective operational working relationships with service areas within Adults and Children’s Social care to understand current operations and areas for improvement.

9. Investigate issues and solve problems or areas of complain/concerns in a changing and complex service environment; produce recommendations, and deliver actions, to improve systems.

**10.** The post holder will be required to work normal office hours to ensure an effective service is offered to system users and evenings and weekends on some occasions to provide maintenance and upgrades to systems outside normal working hours.

**11.** To undertake any other duties required, which are commensurate with the grading of the post.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident****Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership*** Educated to degree standard or possess an equivalent professional qualification or equivalent relevant.
 | A/I |
| **employer_small****employer_small****employer_small** | **Knowledge and Experience*** Experience of delivering support within a technical ITIL framework.
* Credible experience of working with a variety of agencies/organisations and staff at all levels.

Demonstrable knowledge of the social care pathways (assessment, planning and review) * Proven experience of project management methodologies and their effective use.
* Evidential experience of developing service standards, specifications and performance standards.
* Experience of managing and motivating staff to achieve maximum potential.
* Experience of managing and delivering change projects within a social care environment.
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| **employer_small****employer_small****employer_small****employer_small** | **Skills**This post is designated as a casual car user * Demonstrate communication skills including written/verbal/digital, negotiation skills and interpersonal skills with ability to prepare and present clear and concisely through a range of media to internal and external audiences.
* High level of personal drive and integrity and ability to work as part of a team to contribute to service outcomes and the ability to work autonomously.
* Ability to analyse complex facts or situations, interpret or compare a range of options and translate into practical coherent advice.
* Proactive approach to investigating issues and problem solving with the ability to develop innovative solutions and use resources flexibly and creatively.
* Ability to work successfully in complex environments and network across organisational boundaries.
* Ability to manage and prioritise work and manage competing demands, to meet deadlines and changes to planned activities without losing attention to quality and detail.
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**** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Shared Services on 01905 947446**

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