

## Care Systems Analyst Grade 7

### **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

### **About the Role**

The Care Systems Analyst will work across Staffordshire and associated external partner organisations. They will, predominantly but not exclusively, assist in the operational management of Care Director. They may be required to work in one of the team's specialist areas of Practise Support or Technical Support and will assist service areas on the support, development and management of the Care Director system and other systems.

### **Reporting Relationships**

**Responsible to: Care Systems Development Officer**

**Responsible for: N/A**

### **Key Accountabilities:**

1. Under the direction of Care Systems Development Officer, organise and deliver system processes, forms and technical specifications that support business policies and procedures in line with legislative and service initiatives.
2. Under the guidance of the Care Systems Development Officer, coordinate and provide operational system support to end users across service areas, including providing advice and guidance, investigation and problem resolution
3. Under the guidance of the Care Systems Development Officer, coordinate and undertake configuration and testing as part of Care Director change and release management process to ensure systems remain responsive and stable

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4. Support the development of local procedures to ensure that services are fully understood and sustainable, ensuring that changes are made through agreed Change Control processes.
5. Liaise with suppliers to ensure service problems are quickly resolved, changes are implemented as agreed and that continuous improvement to service delivery is made
6. Ensure that new users to the organisations are set up correctly and that training is coordinated to ensure full benefits are exploited.
7. Provide coaching, training or other user support in the operation of Social Care systems as required.
8. 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.
9. To undertake any other duties required, which are commensurate with the grading of the post.

## Person Specification

### Qualifications/Professional membership

- GCSE English/Maths or equivalent, NVQ II in Business Admin or equivalent, An IT qualification equivalent to the competency level of ECDL or possess an equivalent professional qualification or 2 years relevant experience (minimum)

### Knowledge and Experience

- Experience of supporting system changes both within a technical framework and at an operational level.
- Experience of working with a variety of agencies/organisations and staff at all levels.
- Experience of working within project management disciplines and utilising their methodologies.
- Demonstrable experience in improving processes and procedures.
- Evident ability to collate and interpret information from a range of sources and assimilate large amounts of data into accurate reports
- Comprehensive knowledge and experience of using a broad range of software applications, including Microsoft applications.

### Skills

- Demonstrate communication skills including written/verbal/digital, negotiation skills and interpersonal skills with ability to prepare and present clear and concisely to all audiences.
- Ability to analyse complex facts or situations, interpret and translate into practical coherent advice.
- Ability to use resources flexibly and creatively.
- Ability to manage own work to meet deadlines.
- Clear ability to bring a proactive and innovative approach to problem solving, service improvement, and transformation
- Proven capacity to absorb a variety of information quickly, re-interpret and react as necessary
- Demonstrable planning and organisational skills with an eye for detail

**This post is designated as a casual Car user**

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