

Education Systems Development Officer

Grade 8

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 education Systems service area provides operational support to education statutory services, vulnerable learners and schools in respect of the systems that supports the delivery of education support services (including our current system educational system Capita One). The service project manages, commissions, redesigns and implements digital solutions alongside providing operational system support, training, advice and guidance to education support services.

The service works with education statutory services, vulnerable learners and schools within Staffordshire County Council and partner agencies to ensure we

deliver accurate data for our statutory returns for schools and Staffordshire County Council.

About the role:

This Education Systems Development officer is responsible for leading and working on the development of processes and systems to support the demands and needs of Staffordshire County Council in respect of effective Children and Families data. This involves a high level of technical expertise on the main systems currently Education Capita One, Idox EHCP Hub, CaCi - Childview and other related systems.

The role involves working with all stakeholders (internal and external) to map out business processes and statutory requirements, identifying how the main education systems should be developed to support these processes (through recording, monitoring, performance and management information etc). Based upon the current and future needs of the business, the post holder will work with others to develop actions plans for improvement, delivery of the action plans and carry out technical set-up work on systems as required to meet the business requirements.

Reporting Relationships

Responsible to: Education Systems Development Lead Manager

Responsible for:

Key Accountabilities:

The post holder will be required to:

1. Develop excellent working relationships with all stakeholders to facilitate business process improvements to meet the strategic goals of the organisation.
2. Undertake system analysis to identify opportunities for enhancements to the system and business processes, implement system configuration changes including bespoke solutions and the integration of third-party software.

3. To ensure users of the Capita One system are able to report efficiently and effectively from the data held in each module, including the preparation of report specifications and the production of reports using Crystal Reports, Microsoft SQL SSRS or Capita's PRIME BI module as appropriate.
4. Lead on upgrades in respect of planning, communicating to the users, undertake testing to ensure data integrity and system functionality is maintained and that change controls are adhered to.
5. Take ownership of system issues, investigate, and diagnose reported errors and issues and resolve them, escalating to the supplier as necessary.
6. Quality assure data in the system team members and management team to ensure accurate management information is held with the system.
7. To deliver user induction training and user training for new releases of the Education software on a one-to-one or small group basis.
8. Provide advice and guidance to system users to ensure effective and efficient use of the system.

The post will involve travelling to County Council sites where the Education systems is used.

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

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership Educated to HNC / HND level or equivalent qualification preferably in an ICT related discipline or equivalent experience	A/I
	Knowledge and Experience Proven experience in a similar role Experience of working in a local authority's children or education service and a knowledge of the principal services delivered. Experience of delivering training in IT systems to users on a one -to-one and small group basis. Knowledge and experience in the use of the Management information systems Experience in the use of the following software: Microsoft Office, Microsoft Visual Studio (SQL Server Reporting) and/or Crystal Reports. Experience in producing IT systems user information, instruction, guidance and other documentation.  Knowledge of the Children Act, Data Protection Act and other relevant legislation and statutory guidance.	A/I A/I A/I A/I A/I A/I
	Skills Excellent communication, negotiation and interpersonal skills with ability to prepare and present clear and concisely to all audiences.	A/I

Capable of working on own initiative, motivated in learning new skills for personal development and sharing knowledge with others	A/I
Professional approach, highly motivated self-starter with a drive to succeed, demonstrating a positive 'Can do' attitude	A/I
Proficient at building good working relationships and able to work effectively in a team	A/I
Proactive approach to problem solving.	A/I
IT and Analytical skills with demonstrable IT report writing skills	A/I
Committed to developing and delivering quality systems on behalf of the County Council and its users	A/I
Ability to manage own work to meet deadlines, good time management skills with proven ability to prioritise work and achieve results within tight timescales	A/I



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 the **Talent & Resourcing Team on 01785 278300**