Care Systems Analyst
Grade 7

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

With pride. With purpose. With you.

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

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

With pride. With purpose. With you.

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.

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
disability confident EMPLOYER	**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).	A/I
disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER disability confident EMPLOYER	**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.	A/I A/I A/I A/I A/I A/I

With pride. With purpose. With you.

	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 to all audiences.	A/I
	• Ability to analyse complex facts or situations, interpret and translate into practical coherent advice.	A/I
	• Ability to use resources flexibly and creatively.	A/I
	• Ability to manage own work to meet deadlines.	A/I
	• Clear ability to bring a proactive and innovative approach to problem solving, service improvement, and transformation	A/I
	• Proven capacity to absorb a variety of information quickly, re-interpret and react as necessary	A/I
	• Demonstrable planning and organisational skills with an eye for detail	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 **Talent and Resourcing Team on 01785 237800**

With pride. With purpose. With you.