ICT Operations Officer

Directorate ICT Team, Business Change

Woodcock Street or Lifford Lane

£25,694 - £32,164

Working 36.50 Hours per week. Working for the Directorate ICT Team within the Directorate for People, this is an exciting technical hands-on role on system configuration and support. You will support a team responsible for ensuring the effectiveness of Social Care Case Management systems in the context of the Directorate's agenda.

You will represent the interests of the People Directorate and support the development and implementation of changes to corporate, local operational and financial systems that affect the Directorate.

Responsibilities include resolving system issues and working with project teams and other stakeholders in delivering and contributing to the ICT requirements for Social Care Case Management Systems to meet the business needs.

This role is part of an ICT technical team and you must have proven technical skills within Social Care Case Management systems (presently CareFirst).

For informal enquiries please email Sati Chohan - Satwinder.Chohan@birmingham.gov.uk

Ref: A5122016J

Closing Date: Friday 9 September 2016

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed”.

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
People Directorate

Job Description

Post: ICT Operations Officer
Salary/Grade: 4
Division: Business Change
Section: Projects and Programmes

1. **Job Purpose**

2. For the assigned Business / Functional Areas:

3. To represent the interests of the Directorate and contribute to the identification and definition of current and future Directorate ICT change needs, assess the impact of those changes, capturing, analysing and documenting business and technical ICT requirements.

4. To contribute to the delivery of the development and implementation of these requirements in ICT Systems either directly or in collaboration with the relevant parties as appropriate. To ensure that the ICT requirements are met in relation to the strategy, design, purchase, implementation, and on-going management of systems in the Directorate.

5. To ensure robust financial and operational processes and data are maintained to ensure best customer care for the Citizens of Birmingham and provide support and training for staff, colleagues and third parties as appropriate in the development, operation and use of ICT systems.

6. To contribute to ensuring the effectiveness and robustness of ICT related operational and financial systems and processes meeting the Directorates needs.

7. To support the above and execute operational and financial processes where required.

2. **Duties and Responsibilities**

1. To support engagement with assigned business / functional areas to identify business needs and understand and document ICT business and technical requirements to meet these needs.

2. To contribute to identification of optimal solutions to meet these needs in collaboration with key suppliers and other stakeholders as required.

3. To assist with the development and presentation of Business Cases including the identification of costs, timescales and business benefits in collaboration with business / functional areas to meet these needs.
4. To assist with development and the implementation of solutions to meet these needs either directly or in collaboration with colleagues and suppliers as appropriate.

5. To plan and manage the ongoing operations and future development of operational and financial processes and ICT systems and their related processes. Ensure that business critical processes, such as the successful production of feeder files within agreed timescales are delivered.

6. Ensure that the ICT systems and related processes operate within high standards of integrity, complying with the requirements of Internal and External Audit.

7. Contribute to the adequate testing and sign-off of all operational and financial ICT system upgrades prior to implementation.

8. To ensure users of operational and financial systems and processes are adequately trained, supported, and provided with written procedures and guidance.

9. Configuration of reporting tools for the delivery of comprehensive, accurate and flexible operational and financial monitoring information.

10. To support the performance management arrangements of the Directorate that are dependent on statutory data provision to support timely and accurate management information for staff, service users and budget holders alike.

11. Ensure that any changes to the ICT systems are aligned with ICT strategy or agreed tactical arrangements.

12. Delivery of changes to ICT systems as required within recognised project management methodologies and application of finance policies, procedures and strategies. Support project managers and colleagues in the implementation of ICT change.

13. To work with key stakeholders in all aspects of the change ensuring effective consultation takes place in order to contribute to the sponsorship and commitment in the business to accept the changes that will be delivered.

14. Support wider Directorate and Corporate financial and operational system developments, initiatives and projects as appropriate.

15. To maintain awareness of new market developments, possibilities and contribute to proposed improvements.

16. Ensure all aspects of financial and operational systems implementation and arrangements are delivered in accordance with Corporate and Directorate guidelines. Contributing to the planning of system’s development strategies and forward planning.

17. Liaise with staff in other departments and external agencies / partners, to maintain effective working arrangements with other departments and external agencies. To contribute to Working Groups as appropriate to deliver business objectives.
18. To be a support contact on operational and system developments for external system’s suppliers, representing the needs of system users in promoting developments, new initiatives and issuing reports of systems problems.

19. To work with, and provide advice to managers, elected members and partner organisations as necessary.

20. Ensure that all locally developed procedures, practices and protocols fully fit with standards applying across the Directorate as a whole and are properly implemented.

21. To highlight and manage risks and issues associated with ICT systems and related processes and to identify and manage dependencies with other business activity.

22. To attend appropriate internal and external meetings on behalf of the Directorate including preparation of necessary reports and documents.

23. To have a commitment to and understanding of the City Council’s policies and procedures including equalities and diversity, health and safety, security, customer care and the use of personal data.

3. **Supervision Received**

**Supervising Officer Job Title**: ICT Business Analyst or ICT Operations and Development Analyst

3.1 **Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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<tbody>
<tr>
<td>N/A</td>
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5. **Special Conditions**

☐ A Disclosure and Barring Service check will be undertaken.

Observance of the **City Council’s Equal Opportunities Policy** will be required.
People Directorate

Person Specification

Post: ICT Operations Officer               Grade:  4
Division: Business Change   Section: Project and Programmes

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

<table>
<thead>
<tr>
<th>Experience / Knowledge (relevant work and other experience)</th>
<th>MOA</th>
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<tbody>
<tr>
<td>1. Experience of working with key operational and strategic stakeholders to contribute to identifying and / or managing business need, capture requirements and document Business and Technical ICT requirements.</td>
<td>AF/I</td>
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<td>2. Experience of working within the successful delivery of projects, relating to the development and implementation of ICT solutions for performance improvement or service development initiatives.</td>
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<td>3. Experience of contributing to the implementation of technical change on ICT systems through appropriate engagement or hands-on development whilst ensuring ongoing system support and continuity.</td>
<td>AF/I</td>
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<td>4. Experience of contributing to the implementation of change including system upgrades and third party software relating to Directorate for People ICT systems and experience of the end to end test cycle.</td>
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<td>5. Knowledge and experience of governance administration procedures including experience of working with other departments.</td>
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<td>6. Experience of direct planning, managing and monitoring of resources (e.g. budget / spend etc.)</td>
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<td>7. Experience of managing financial and operational records in relation to security and audit trail maintenance, Data Protection and other confidentiality issues.</td>
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8. Experience of working with a wide variety of technical tools and computer packages to present, access, analyse and store information such as the Microsoft suite of desktop applications and SharePoint.  

Skills and Ability

1. High level verbal and written communication skills in order to deliver presentations and reports and communicate with a wide range of audiences both internally and externally.  

2. Ability to work in a pressurised environment, managing competing priorities and expectations and deliver within changing circumstances and priorities. Working on own initiative and within the wider business change environment.  

3. Ability to undertake research activities, including the use of journals, academic reports and Internet sources, data collection, analysis.  

4. Ability to research and evaluate information and undertake statistical analysis of data from written and spreadsheet sources. Ability to gather, analyse and interpret information to compile and present clearly accurately written reports and briefing notes for a wide range audience.  

5. Proven skills in influencing, persuading and negotiating with a variety of stakeholders across a range of disciplines.  

6. Proven ability to effectively provide advice, guidance and training to key stakeholders and non-technical users of ICT systems.  

7. To understand the requirement of and be committed to equal opportunities in all aspect of the role.

Section 2 – Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.
<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
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<tbody>
<tr>
<td><strong>Moving the Council forward</strong></td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
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<td><strong>Managing Ourselves</strong></td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
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<td><strong>Working with others</strong></td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
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<td><strong>Providing direction</strong></td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council’s values (Belief, Excellence, Success and Trust) and present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.</td>
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