

Role Profile

Part A - Grade & Structure Information

Job Family Code	9RT	Role Title	Business Systems Consultant
Grade	SS11	Reports to (role title)	Business Systems Manager
		Directorate	Business Services - Orbis
JE Band	314-370	Service	IT & Digital
		Team	Customer and Partnerships, Service Transition
		Date Role Profile was created	Dec-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>This role supports the effective use of selected modules or business processes within external customers' Management Information Systems (eg SIMS) and related business applications and tools. Business Systems Consultants are responsible for leading on specified groupings of software and tools. They design and deliver a range of customer and stakeholder interventions with the aim of achieving customer readiness and promoting takeup and best practice in using the third party applications and tools, including data reporting and analysis. They evaluate and select approaches to testing; advice/support and consultancy/training. They guide members of the broader team in developing end users' knowledge of, and skills in using, the full range of supported business applications and tools for which services are supplied to customers on a traded basis.</p> <p>The role must maintain an 'expert user' knowledge and understanding of a range of applications and tools and how they are or could be used to add value to customers' business processes and communications, to be able to promote optimal usage. There is a requirement to evaluate resourcing required, design the configuration of tools and systems, to design/implement process and workflow components, to own and quality assure knowledge bases, learning content and reference materials.</p> <p>The role is responsible for planning and organising their own work and providing recommendations and guidance to customers and other team members (eg Service Desk), acting in a 2nd or 3rd line support capacity, proactively addressing incidents or problems and escalating appropriately. It provides consultancy/training of colleagues in recipient organisations, including Leadership Teams.</p> <p>This role supports the effective customer-centric delivery of the IT software, services and tools. Through leading and developing extensive specialist knowledge of a focused subset of the tools and software, as well as an overall awareness of the whole portfolio, the role supports the Business Systems Manager and wider service. As part of the broad group of Senior specialists within the IT traded service, the role undertakes Service Reviews with customers, appraising need and recommending appropriate Service Levels. It helps to ensure that good communications are in place, incidents and problems are resolved and that users have the knowledge and skills they need to make the most of the software applications .</p>
Work Context	<p>This role is part of a group that acts as the IT&D Owner for external customers' MIS (eg SIMS) and related business applications and tools, supplying services under traded SLA agreements and via complementary Pay as You Use services.</p> <p>This role is part of Customer and Partnerships within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This role will require some travel across the Orbis geography.</p>

Line management responsibility if applicable	May have line management responsibility for a small team eg one or more apprentices
Budget responsibility if applicable	N/A
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver projects and/or audits within a defined area of work as directed to input to relevant strategies and contribute to the delivery of directorate objectives. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Input as required to the development of strategies and policies. • Provide guidance and support to stakeholders as required to ensure policy and specification compliance. <p>People & partnerships</p> <ul style="list-style-type: none"> • Deliver high quality technical advice/ services engaging a range of stakeholders. • Liaise, communicate and build relationships with other departments, customers, partner organisations, agencies and/or contractors to engage and consult on plans or projects as appropriate. • May manage a team to deliver standardised processes and ensure all officers are appropriately supervised, managed and trained. <p>Resources</p> <ul style="list-style-type: none"> • Ensure that work and projects are delivered within agreed resources and assist with budget/resource management in accordance with council policies and procedures. • May have delegated responsibility for a budget(s). <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess data and conduct analysis in a technical area, presenting results and putting forward recommendations to support decision making. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Appropriate technical qualification at Degree, HND or HNC level. • May require a specialist technical qualification or membership of an appropriate professional institution. • Sound understanding of subject matter, legislation, principles and practices relevant to the technical area. • Ability to apply project management principles and techniques to manage a range of projects through to completion. • Practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Ability to work on own initiative, with solution focused problem solving skills. • Proven written and oral communication with the ability to engage and work in collaboration with others. • Comprehensive knowledge of computerised business systems.

Details of the specific qualifications and/or experience if required for the role in line with the above description

- IPD certification, other teaching or training certification or equivalent experience as an IT trainer
- Extensive and detailed expert level knowledge of school/customer MIS (eg SIMS) software modules, data structures and associated tools and their use in the business environment
- Familiarity with the broader context of school/customer IT provision and the factors that impact customer MIS systems and their use
- Good knowledge of a wide range of functions, responsibilities and duties of a Local Authority.

- Working understanding of the complex relationship between applications, servers, operating systems and networks, and of modern IT systems in general
- Detailed knowledge of personal productivity software such as MS Office and its integrations with the MIS.

- Significant experience of implementing, developing and supporting school/customer IT systems in accordance with Service Level Agreements
- Significant experience of designing, developing, delivering and evaluating programmes of learning for customers, including leadership teams, on key business systems
- Experience of owning work packages within IT projects and implementations and working in a in an ITIL® environment with formal testing and release processes
- Experience of researching new technologies, evaluating new IT products from a user perspective and making recommendations regarding product configuration/development and service design.

- Ability to produce clear information and presentations to all levels of staff and to proactively report to management at the appropriate level of detail
- Ability to take ownership of agreed new initiatives to improve standards in working practice and information quality and see them through to completion.

- Enhanced DBS Clearance is required.

Role Summary

Roles at this level are technical specialists professionally qualified in their specialist area. They will provide technical and regulatory guidance and advice to a range of stakeholders in order to assess and mitigate risk and monitor and ensure compliance with relevant requirements. They will have a fair degree of autonomy and work closely with a range of technical and non technical stakeholders. Forward planning could be for months ahead and the role will contribute to longer-term development.