

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Systems Support Lead

Business Intelligence & Population Insights (BIPI), Chief Executive Office

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



West
Northamptonshire
Council

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To act as a technical and customer-focussed support resource for Business Intelligence and Population Insights data applications utilised by the Council, enabling an efficient and effective service to users, support to BIPI management with as far as possible, a problem-free operation for systems managed by the Business Intelligence and Population Insights team.

Accountable to:

The Business Intelligence and Population Insights team sits within the Assistant Chief Executive's Directorate and is led by the Head of Business Intelligence and Population Insights. The Business Intelligence and Population Insights team works collaboratively across the council, with external strategic partners to support all areas of the council with excellent, timely and accurate analytics and insights, supporting decision making and financial commitment to support the Councils Strategy, Vision and priorities for the people of West Northamptonshire.

Responsibilities:

1. Monitor and manage support call queues. Carry out incident and service request investigation and resolution. Carry out change requests where it is agreed that they should not be handled by the development service.
2. Ensure applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed.
3. Liaise with users, colleagues within Business Intelligence and Population Insights Team, DTi Services and third-parties over support issues, raising and escalating support calls as necessary in order to achieve satisfactory resolution in a timely manner.
4. Provide administration services for systems managed by the Business Intelligence and Population Insights team including communication to users of upgrades or additional functionality as well as the creation and management of user profiles and access.
5. Provide technical advice and consultancy as possible to users and colleagues within Business Intelligence and Population Insights Team.
6. Assist in the successful handover (transition to live) of applications in the Business Intelligence and Population Insights Team. Review applications as assigned to ensure they meet the quality assurance standards required for handover.
7. Manage and co-ordinate interfaces between applications, and the associated processes, as agreed.
8. Act as a resource as assigned on development projects, either to assist with development and testing tasks, and/or to monitor the project to assist it in delivering a supportable application.

9. Manage projects covering work carried out by Business Intelligence and Population Insights team as assigned (e.g. upgrades to applications) to ensure successful delivery to agreed scope, timescale and budget.
10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Excellent problem-solving ability. | E | A, I |
| Ability to analyse complex issues and quickly identify possible solutions based on a sound analysis of the information available. | E | A, I |
| Excellent interpersonal and customer care skills with substantial experience of client/user contact in a variety of situations. | E | A, I |
| Ability to handle pressure, prioritise conflicting demands and meet deadlines. | E | A, I |
| Self-reliant and able to use initiative. | E | A, I |
| Flexible attitude and approach to work. | E | A, I |
| Ability to work with, and support, other staff. | E | A, I |
| Ability to adhere to policies concerning data security, data protection, and confidentiality. | E | A, I |
| Ability and motivation to gain useful experience in new technical areas. | E | A, I |
| Ability to take responsibility in a support situation. | E | A, I |
| Ability to analyse issues and problems logically | E | A, I |
| Ability to independently produce clear documentation for policies and procedures. | E | A, I |
| Ability to work to challenging deadlines. | E | |

| | | |
|--|---|------|
| Able to work well under pressure and prioritise own work. | E | A, I |
| Excellent verbal and written communication skills. | E | A, I |
| Committed team member and works to joint goals and standards. | E | A, I |
| This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | E | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience of working in an IT support environment. | E | A, I |
| Considerable in depth experience of supporting IT business systems in a large corporate environment. | E | A, I |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Educated to A-Level or equivalent relevant experience in a management information setting. | E | A, I, D |
| ITIL (IT Infrastructure Library) Foundation Certificate. | D | A, I, D |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

| | | | |
|--|------------------------------|-------------------------------|------------------|
| Hours: | 25.5 | Primary work base: | One Angel Square |
| Job family band: | PS6 | Worker type: | Part-flexible |
| Salary range: | £31,869 - £34,663 (pro rata) | Budget responsibility: | None |
| People management responsibility: | None | | |

Working conditions & how we work:

The role is defined as 'Part-flexible', which means you will work both in our modern central office, One Angel Square Northampton for between 2 and 3 days a week and remotely from home for the remaining days. This will be on a pro-rata basis if you work part-time.

What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?

Work requests are received from within the Business Intelligence and Population Insights team, and directly from service areas within the wider organisation. Work will be allocated by the Systems Manager, with support from the Senior Systems Specialist as required. The role is highly complex as there will be competing demands across a diverse range of services. Forward planning is required to ensure resources are available to support statutory returns, local improvement priorities, and planned projects such as system replacements, while continuing support of business-as-usual requests.

What level of supervision is this post subject to?

Monthly/ 4 weekly supervision with their line manager, which includes general update as to delivery against the teams workplan, issues resolution and high-level talks around future team direction and purpose. This will operate alongside the Valuing Individual Performance (V.I.P) conversations to celebrate successes and reflect and learn where improvements could be made. Regular progress meetings will also be held with the wider team to monitor progress of deliverables against the plan, highlighting risks and issues and recommending appropriate corrective action to ensure work progresses on time and within budget.

What type of priorities is the post holder able to set themselves?

The Systems Support Lead will plan and manage work that has been allocated to them and escalate any issues regarding priorities to their line manager.

What kind of systems, procedures or 'rules' are set around the job?

The Systems Support Lead will work within the agreed IT procedures regarding access and use of equipment, systems, and data. To ensure consistent ways of working across the team they will work within process guidelines, and within the Performance Management Strategy and the Service Planning Framework.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | | |
|----------|-----------------|--|
| T | Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H | High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R | Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I | Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V | Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E | Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

