

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

System Design and Implementation Officer

Digital, Technology & Innovation, Corporate Services

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'.



West
Northamptonshire
Council

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.

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:

The System Design and Implementation Officer maps the business process on to the systems; effectively creating the process based on the system specification.

The post holder advises the Application Support Team Manager on software developments from suppliers and reviews / recommends how these developments could be exploited on this site ensuring the system remains as easy to use as possible while capturing the required information.

The post holder manages and co-ordinates user acceptance testing (UAT), producing test scripts that pro-actively test the system to identify issues prior to release to the business.

Accountable to:

Reports to: Application Support Team Manager

Responsibilities:

1. To design, implement and support systems; reconfiguring systems when appropriate to ensure the business / statutory requirements are reflected in the system but also ensuring the system works as efficiently and effectively as possible.
2. To ensure interface specifications / APIs between systems are reviewed and documented, in conjunction with DTI and 3rd party suppliers to ensure a simple process of transferring data is followed. Where necessary reviewing the content of the interface.
3. To ensure all future system software developments are road mapped, developments are understood and the potential to improve the business is exploited. To network with other organisations regarding the use of systems and to keep updated on other software available.
4. To develop and maintain on behalf of the business a system requirement specification.
5. Working closely with the Business Process Analysts, the System Design and Implementation Officer will attend workshops to understand and influence business decisions as new working processes are agreed to help manage expectations but also to make them aware of how the system could be better exploited.
6. To ensure close working links are maintained with System Administrators, System Training and Support Officers, Data Management Officers and Report Developers to ensure system specific process maps are created; capturing for example where report information is extract and for which report.
7. To supply a User Testing Strategy for version upgrades, co-ordinate the production of Test scripts, and to prepare and advise on scripts as appropriate. Plan and organise UAT for both projects and business as usual changes (version upgrades / interfaces / APIs) and invite business representatives and specialists. Monitor UAT and report findings with recommendations. Liaise with 3rd party suppliers as necessary.
8. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

9. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. 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
The post holder will need to be flexible in interpreting and analysing issues that various stakeholders may put forward that could affect a project.	Essential	A, T, I, P, D
The post holder will need to be flexible in interpreting and analysing issues that various stakeholders may put forward that could affect a project.	Essential	
The post holder has to be able to demonstrate excellent interpersonal communication skills, advising, influencing, persuading and negotiating at senior management and other levels within and external to the Council as appropriate in a confident manner.	Essential	A/T/I
The post holder has to be able to be proactive, diplomatic, and conscientious, possess strong influencing skills and self-awareness to ensure that decisions concerning projects are feasible.	Essential	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	

Knowledge:	Essential / Desirable	Measured by
Knowledge and experience of a Social Care / Education support environment.	Desirable	
Project Management or Business Process Analyst experience.	Desirable	
A proven knowledge and experience of content management technology.	Essential	
Considerable knowledge and experience of complex problem solving, prioritising, contingency planning and analytical skills.	Essential	
Knowledge and understanding of local, regional, national initiatives especially regarding data and information management.	Essential	
Knowledge and understanding of the importance of continuous business improvement and the ability to assess current activities and make recommendations for improvements.	Essential	
Knowledge and understanding of implementing on systems, legislation / policy guidelines.	Essential	
Full knowledge of GDPR protection principles and experience of their application.	Essential	

Relevant experience:	Essential / Desirable	Measured by
Proven experience in liaising with key stakeholders, including senior managers and technical IT support providers.	Essential	A, T, I, P, D
Experience of leading user acceptance testing and script production.	Essential	

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent NVQ qualification or proven relevant work experience.	Essential	A, T, I, P, D
Evidence of continuous professional development.	Essential	

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:

Job family & salary band:	Professional Support 7	Worker type:	Flexible
People management responsibility:	[manager to insert]	Budget responsibility:	[provide c. £x figure]

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

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.

