

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

# Systems Design and Implementation Officer

Digital, Technology and Innovation (DTI), 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:**

Responsible for mapping the business process and requirements on to the systems; effectively creating the process based on the system specification to design effective solutions.

Responsible for advising on software developments from suppliers and reviews / recommends how these developments can be exploited ensuring the system remains as easy to use as possible while capturing the required information.

Manage and co-ordinate user acceptance testing (UAT), producing test scripts that pro-actively test the system to identify issues prior to release to the business. Develop functional specifications, system test scripts/plans and contribute to training/user guides to support solution deployment.

### **Accountable to:**

The role is accountable to the Functional Analyst Team Leader, responsible for the direct line management of Functional Analysts. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

### **Responsibilities:**

- 1 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 Ensure interface specifications / API's between systems are reviewed and documented, in conjunction with DTI and 3<sup>rd</sup> party suppliers to ensure a simple process of transferring data is followed. Where necessary reviewing the content of the interface.
- 3 Ensure all future system software developments are road mapped, developments are understood and the potential to improve the business is exploited. Network with other organisations regarding the use of systems and to keep updated on other software available. Research and evaluate new systems and solutions making recommendations regarding their potential use by this Council to improve service delivery to users within the Council and/or to reduce costs.
- 4 Develop and maintain on behalf of the business a system requirement specification, systems test plans, and contribute to training/user guides to support solution deployment. Undertake annual reviews of established documentation and processes to ensure they remained aligned with system changes and technology advances.

- 5 Collaborate with stakeholders to define business processes and identify areas for improvement. Attend user groups and workshops to understand and influence business decisions as new working processes are established. Help manage expectations and make them aware of how the system could be better exploited.
- 6 Improve the user interface and user experience and functionality of the business systems to meet the needs of the business. Enhance self-service, enabling new functionality and improving the automation and efficiency of business processes.
- 7 Create 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 / API's) and invite business representatives and specialists. Monitor UAT and report findings with recommendations. Liaise with 3<sup>rd</sup> party suppliers as necessary.
- 8 Provide ongoing application support and troubleshoot issues related to the deployed solution. Ensure compliance with service level agreements (SLAs) and customer satisfaction targets. Regularly communicating with stakeholders to provide status updates and escalating critical issues.
- 9 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.
- 10 Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- 11 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
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Ability to analyse complex problems/issues, identifying the root cause and finding solutions.	Essential	A, I
Ability to research and assess information and using logic and reasoning evaluate solutions to make recommendations on potential use to increase efficiency and/or reduce costs.	Essential	A, I
Able to be proactive, diplomatic, and conscientious, possess strong influencing skills and self-awareness to ensure that decisions concerning projects are feasible.	Essential	A, I
Ability 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, I
Ability to independently produce technical documentation for specifications, user manuals, policies and procedures for the applications we support.	Essential	A, I
Able to work independently and take appropriate actions without direction or instruction from others and as part of a team.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of content management technology and an understanding of application architecture, including its components and integrations points to help analyse the impact of functional requirements on the system.	Essential	A, I
Knowledge of GDPR protection principles and of their application.	Essential	A, I
Knowledge and understanding of implementing on systems, legislation / policy guidelines.	Essential	A, I
Knowledge and understanding of local, regional, national initiatives especially regarding data and information management.	Essential	
Excellent knowledge of Office 365 applications	Essential	A, I
Knowledge and experience of a Social Care / Education.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of complex problem solving, prioritising and contingency planning.	Essential	A, I
Experience of leading user acceptance testing and script production	Essential	A, I
Experience in liaising with key stakeholders, including senior managers and technical IT support providers.	Essential	A, I

Project Management or Business Process Analyst experience.	Desirable	A, I
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<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Degree in Information Systems or equivalent qualification, or proven relevant work experience.	Essential	A, I, D
Evidence of continuous professional development.	Essential	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Desirable	A, I, D
Project Management (e.g. PRINCE2, Agile) Foundation Certificate, or equivalent experience of working within a project overseeing tasks and deliverables.	Desirable	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:

<b>Hours:</b>	37 per week (Full Time)	<b>Primary work base:</b>	Remotely from home/One Angel Square
<b>Job family band:</b>	PS07	<b>Worker type:</b>	Flexible
<b>Salary range:</b>	£36,734 to £39,278	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

## 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.

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

