

POST TITLE	SENIOR SYSTEMS APPLICATION OFFICER – OPERATIONAL SERVICES
DIRECTORATE	PLACE
SERVICE	OPERATIONAL SUPPORT, PERFORMANCE AND IMPROVEMENT
RESPONSIBLE TO	OPERATIONS MANAGER – PROCESS AND SYSTEMS IMPROVEMENT
NUMBER OF POSTHOLDERS	2
ACTING UP/ SECONDMENT	No

PURPOSE OF JOB

Making a difference by enhancing the effective delivery of high-profile, complex, frontline services through performing senior professional level business systems analysis. Undertaking project management activities which include planning, designing, implementing and maintaining cross-division business applications and computer system(s). Determining business requirements, conducting process analysis and prioritisation delivered through a clear, cohesive approach to improve customer experience, reduce costs and improve efficiency. The postholder will work to both service plans and corporate priorities of the council.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Assessing customer and/or business process requirements; analysing structure and mapping business processes and data that support needs; evaluating possible technical solutions and implementing solutions that support the service plans and corporate priorities of the Council.
- Leading multiple technical projects/initiatives and co-ordinating others, for system hardware and application software implementation and upgrades; developing creative and innovative system solutions; and facilitating training for users at all levels from senior management to frontline staff.
- Developing/redesigning system(s) set up and related business processes with a focus on cross-service working and collaboration, ensuring that the system(s) set up enables this way of working, identifying and evaluating opportunities, or working with colleagues to investigate solutions, to optimise service delivery by cross-service operational delivery and reporting, utilising the range of staff in the service.
- Participating in strategy development and implementation activities; as well as system contracts management to ensure that the system(s) achieve optimised usage across the service areas in a consistent manner enabling effective delivery of high-profile, complex, frontline services.
- Researching, analysing and testing systems, system enhancements/upgrades, set ups and technology as well as best practice before providing professional recommendations through a business case.
- Creating and maintaining standards, procedures, and documentation related to area of responsibility. May participate in computer audits and perform testing for disaster recovery process, ensuring a secure processing environment that protects the integrity and availability of information.
- Creating, developing and overseeing processes, protocols and procedures, ensuring compliance with applicable regulations and Council policies; undertaking compliance audits and improvements. Coordinating system security and data compliance activities and monitoring for the system(s).
- Engage with service areas and stakeholders to encourage and promote system usage, ongoing improvements and cross-service collaboration to optimise service delivery.

- Produce and present detailed reports, action plans, management information to senior managers and service areas. Developing sound business rationale/argument to identify and recommend improvement opportunities with supporting analysis and detailed recommendations.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post holder is qualified to degree level (SCQF 9) or has equivalent relevant experience.
- Understanding systems and technology, and significant business analysis, in a high-profile, complex, frontline services with a working knowledge of the challenges in the public sector.
- Ability to interpret, analyse and present a range of complex information for a variety of audiences (who are often non-technical) with varied understanding using appropriate communication channels.
- Providing expert advice, guidance and recommendations to management, senior leadership team and service areas.
- Liaise with a wide range of stakeholders from colleagues in other services (including corporate technical colleagues), Elected members, public agencies, and the public. Matters will often be complex and technical, and may on occasions be contentious, requiring the postholder to exercise diplomacy, tact, and sensitivity to resolve areas of conflict.
- The postholder will manage highly confidential and politically sensitive matters with appropriate awareness and discretion. Work in consultation with senior stakeholders to ensure that initiatives/projects comply with relevant legislation and policy where appropriate.
- Decisions and recommendations made by the postholder will have implications for how services are delivered and as such may impact directly on service users and other stakeholders; and will have significant financial and resource implications.
- Proactively identify system/business projects/improvements, and assess requests from operational teams and management, supporting management to consider prioritisation to achieve efficiencies aligned to service/business plans, demands and pressures.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Although the post may be exposed to some physical demands and adverse working conditions these will be predominantly within the range of normal office-based activities.
- Required to prioritise their own workload, respond in a timely manner to requests for service information.
- Much of the post holder's work will be to strict deadlines and will be subject to last minute changes, requiring post holder to adopt a flexible approach and re-prioritise other tasks as necessary.
- The postholder will be required to work outside of standard, contracted working hours on occasion based on organisational needs.
- Decisions and recommendations made by the postholder will have implications for how services are delivered and as such may impact directly on service users and other stakeholders and will have significant financial and resource implications.
- Although the postholder will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee in an operational environment.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The postholder has no line management or supervisory responsibility.

- Effectively and diplomatically advise management, senior leadership team, senior managers, managers and staff across the directorate on key actions required to achieve full and effective use of the system(s).
- The postholder should be visible, approachable, and capable of building the trust necessary to secure the commitment of services to effective, and compliant, use of the system(s).

RESOURCES

- Coordinating system security and data compliance activities and monitoring for the system(s) within area of responsibility.
- Responsible for the proper use and safekeeping of a personal computer and for maintaining electronic and manual data, including sensitive contractual, staffing and financial information.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).