

Particular Accountabilities

1. To consult with Children's Services managers and staff in respect of business systems development proposals to establish clear customer requirements.
2. Design, administer and maintain data retrieval and access tools to ensure continuing access to accurate information to meet the Directorate's requirements and the specific needs of the business units within the Directorate.
3. Design, administer and update reports, views and other data extractions using the most appropriate tools to provide the required information in the correct format that is accurate, concise, high quality and timely.
4. Test reporting structures and system interfaces with system users as developed within the section to ensure functionality and accuracy.
5. Analyse and develop information processes to meet new initiatives for the Directorate and/or Partner agencies.
6. To carry out System Management functions including User and data security, Lookup codes, User Defined Fields (UDFs).
7. To consult with Managers and staff to review and refine existing functionality to ensure the most efficient use of business systems.
8. To train staff in the use of Children's services business systems, through joint training courses and one to one sessions.
9. To work with staff to develop a framework which assures that data is input promptly, accurately and timely.
10. To assist Managers and staff to produce documentation on appropriate system procedures.
11. To provide a business system advice service for the Children's Services Directorate.
12. To consult with Managers and staff on the implementation of new modules to produce agreed implementation plans, including timetables for data input and training.
13. To produce Project Plans and manage projects.
14. To liaise with colleagues within Agilisys to ensure upgrades and patches are carried out smoothly and effectively.
15. To liaise with colleagues within Agilisys to ensure that customers receive the required level of support.
16. Advise the Senior Statistician on other data retrieval methodologies and tools so that the Directorate is able to maximise the potential of existing and new software in the provision of its services.
17. To keep abreast of enhancements and new functionality included in the latest releases and ensure that appropriate users are made aware of them.
18. To act as an interface between Children's Services, suppliers and Agilisys.
19. To liaise with staff in other councils to share good practice.

Organisation

Please see attached organisation chart for the Performance Review and Information Management Service.

Qualifications and Experience

Please see attached Person specification.

Additional Information

1. The post will entail occasional travel (at casual user rate and/or in line with current policy).
2. The post may require the lifting and handling of computer hardware.
3. The County Council operates a no smoking in the workplace policy.

CUMBRIA CHILDREN'S SERVICES

Business Systems Co-ordinator

PERSON SPECIFICATION

	Essential	Desirable
Qualifications	<p>5 GCSEs at grade C or above.</p> <p>Recognised relevant qualification to degree level, such as numerate or computer based subject, social research, information systems or information management.</p> <p>OR</p> <p>Person with significant experience and proven ability in respect of all the following criteria.</p>	
Experience	<p>Experience of working in an IT environment (minimum 1 year).</p> <p>Use of packages for data extraction and data manipulation. These should include one of the following BI Query, Crystal, Microsoft Access, SPSS or something similar.</p> <p>Systems testing and implementation.</p> <p>Working with a wide range of people including senior managers.</p> <p>Resolving users' problems and requests for assistance.</p>	<p>Experience of systems and business analysis.</p> <p>Experience of PLSQL programming</p> <p>Experience of using a database SQL report writing tool such as Crystal or BI.</p> <p>Experience in a computer support environment.</p> <p>Previous experience of working in and a good understanding of the services provided by a Children's Services directorate</p> <p>Experience of managing projects from conception to successful delivery.</p> <p>Following quality control procedures and common standards for data file storage and access.</p>
Knowledge and Skills	<p>MS Office, email and internet skills.</p> <p>Ability to produce systems/operational/user documentation to required standards.</p> <p>Ability to train/support others.</p> <p>The ability to specify and define customer requirements accurately.</p> <p>Presentation skills.</p>	<p>The ability to implement and follow protocols for directory and file access, structure and maintenance.</p> <p>Knowledge of CAPITA EMS, Carefirst or Protocol software.</p> <p>Awareness of the Data Protection Act and the principles within it.</p> <p>Analytical skills</p>

<p>Personal Skills</p>	<p>The ability to work under pressure and to tight deadlines.</p> <p>The ability to work as part of team.</p> <p>Ability to communicate pleasantly and effectively with colleagues in writing, verbally and on the telephone.</p> <p>An ability to use initiative and to work with minimal supervision</p> <p>Good organisational skills and an ability to work systematically, accurately and with attention to detail.</p> <p>A willingness to commit to ongoing professional development and training.</p> <p>Flexible approach to work</p>	
<p>Special Circumstances</p>	<p>Ability to travel around the county & beyond.</p> <p>Ability to attend external conferences, meetings and residential courses</p>	<p>Driving License.</p> <p>Lifting and handling of computer hardware may be required</p>