



Working on behalf of



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**Systems Control Officer – Subject Matter Expert**

**Grade:**

**London Borough of Havering – G7**

**London Borough of Newham – PO3**

**JE7070**

**Location –The post holder must be flexible and work across sites.**

Accountable to:	The post holder will report to the Systems Control Team Lead
Accountable for:	<p>1.1 To support the provision of a comprehensive, high performing, cost-effective corporate business systems management support service that provides overarching control and reliability in addition to offering scope for the improvement of existing systems.</p> <p>1.2 To support implementation of any new system or upgrades; providing expertise to both users and third parties ensuring the solutions fully meet requirements and any new solution fully integrates with the existing systems</p> <p>1.3 To support the development and promotion of business analytics ensuring it is relevant and understandable to all users.</p> <p>1.4 Ensuring that system users receive technical support and advice which enables them to use systems to meet business objectives and requirements.</p> <p>1.4 To diagnose and resolve technical incidents to restore service to system users.</p>

	<p>1.5 Providing complex technical advice and guidance to business areas and convey that information to non-technical staff, in the use of systems.</p> <p>1.6 Design and recommend potential technical solutions to resolve underlying technical problems and/or to develop systems that will in turn meet business and organisational objectives.</p> <p>1.7 Assess and implement system configuration changes and whilst ensuring systems and service remain stable in line with KPI's and SLA's.</p> <p>1.8 Act as a key adviser in the event of business critical system outages (Major incidents) as to potential problems and technical resolutions. Implement fixes to restore service in the event of a major incident.</p>
<p>Job Purpose:</p>	<p>2.1 To provide effective business and technical solution support to oneSource and Council service areas.</p> <p>2.2 To support the development of information systems reporting functions which align and support organisational strategy.</p> <p>2.3 To implement a robust control framework that meets both internal and external audit requirements, and wider best practise principles in order to provide assurance that business systems are secure and that data is accurate and robust.</p> <p>2.4 To offer advice on data analysis and management information best practice</p> <p>2.5 To support the development of best practice system enhancements and business process changes based on available functionality and common system/business issues</p> <p>2.6 To manage, and mentor staff in order to support the creation of a high-performing business systems support service</p> <p>1.5 To provide subject matter expert advice for the design, use and configuration of systems in order to meet current and future functional / business requirements and objectives.</p> <p>1.6 To interpret business requirements and convert those in to technical solutions that can be tested and deployed in the systems.</p> <p>1.7 To change and configure systems following change and release processes in line with agreed design principles.</p>

<p>Specific Responsibilities</p>	<p>Key tasks and accountabilities are intended to be a guide only to the range and level of work expected of the role-holder. The summary below should not be regarded as an exhaustive list of the role-holder's tasks and employees will on occasion be required to undertake other duties that reasonably fall within the remit of their role:</p> <p><b>Corporate financial systems management/administration and financial reporting</b></p> <p><b>Corporate systems management</b></p> <p>3.1 Support the operation of a corporate business systems' support services ensuring availability of systems and a support service to users at agreed business times</p> <p>3.2 Support the development of new and innovative ways in which business systems</p> <p>3.3 Support the development of the functional and technical design for new business requirements, documenting business process flows and requirements</p> <p>3.4 Liaise with relevant departmental management and professionals within oneSource, and its clients and any other key partners in order to agree reasonable and achievable deadlines, timetables of work and priorities consistent with service and other plans</p> <p>3.5 Support the implementation of annual business system work plans</p> <p>3.6 Maintain the integrity of the corporate business systems and procedures in place ensuring that a reliable and robust control framework exists.</p> <p>3.7 Support the implementation and management of security access controls appropriate to the operational needs of all systems established</p> <p>3.8 Help to develop and rollout sections of the annual business system work plans to achieve business system changes and objectives</p> <p>3.9 Operate as a system functional area subject matter expert providing input, advice and guidance on how the system can be configured highlighting any limitations or risks, in order to meet business and functional requirements.</p> <p>3.10 Recommend and agree system configuration plans for changes to meet business / functional objectives.</p> <p>3.11 Configure and re-configure systems implementing changes agreed in the configuration plans.</p> <p>3.12 Maintain up to date system knowledge and capabilities, liaising with external system groups as appropriate to identify opportunities for system development for specific system areas.</p> <p><b>Reporting and management information</b></p> <p>3.13 Use existing OBIE reports to cleanse, transform and report on data</p> <p>3.14 Generate business system reports, reconciliation</p>
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	<p>summaries, accounting, auditing, government returns and other forms of data extraction and manipulation as directed by management</p> <p>3.15 Assist other colleagues in responding to Freedom Of Information (FOI) requests through supplying robust data that adequately resolves the query issued</p> <p><b>Projects</b></p> <p>3.16 Support the delivery of project plans, including contributing to build and test effort, integration with legacy and other system implementation projects working in conjunction with other teams.</p> <p>3.17 Support long-term project development which enhances and improves the operational performance of all systems in operation.</p> <p>3.18 Implement effective plans for communicating project information to the stakeholders (e.g. Steering Group). To include communication of status of work streams to management, and other key stakeholders.</p> <p>3.19 Resolve problems by analysing issues, discerning the most appropriate courses of action.</p> <p>3.20 Act as the subject matter expert for specific system areas/modules that are under review and require re-design and configuration as part of the project.</p>
<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value-for-money</li> <li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across the board regardless of location</li> <li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li> <li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> </ul>

General	<ul style="list-style-type: none"><li>• oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work</li><li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li><li>• Deal with any Safeguarding issues that might arise in line with the Council's policies and procedures</li><li>• Comply with Health and Safety Regulations associated with your employment</li><li>• Be aware of the Council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this</li><li>• Treat all information acquired through your employment, both formally and informally, in strict confidence</li></ul>
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**Having Competencies**  
**(Not applicable to Newham and Bexley posts)**

**Competency Profile**

Competencies are a set of descriptions of personal behaviours required by people in their workplace. The 7 competencies describe essential behaviours that everyone is expected to display and observe.

The 7 competencies each have 4 levels that reflect the different levels that employees would be expected to work to.

It is expected that there will be 4 competencies assigned that the employee is expected to demonstrate (for Senior posts it is likely there will be 5 or 6 competencies). One of the competencies expected to be included will be Respecting Others.

Competency	Level	Criteria to be Evidenced (Description)
Communicating Openly and Effectively	B	<ul style="list-style-type: none"> <li>• Considers in advance the different needs of others and adapts style accordingly, using appropriate language and methods of communication</li> <li>• Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others</li> <li>• Summarises information to check understanding</li> <li>• Expresses thoughts and ideas clearly and consistently and objectively discusses options</li> <li>• Approachable and responsive to people's needs</li> <li>• Knows what to communicate and where to report if they are concerned about an adult or child being at risk of abuse</li> <li>• Has knowledge of policy, procedures and legislation that support safeguarding children and adults activity (*Adult and Children's Services)</li> </ul>
Delivering Excellent Customer Service	B	<ul style="list-style-type: none"> <li>• Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs</li> <li>• Analyses and understands delivery and range of services, providing solutions to individual customer needs</li> <li>• Develops and maintains constructive relationships with customers</li> </ul>

		<ul style="list-style-type: none"> <li>• Takes pride in delivering high quality services and seeks to expand own skills</li> <li>• Constantly questions “how will this benefit the customer?”</li> <li>• Seeks customer feedback to identify ways to improve customer experience</li> <li>• Shows clear understanding of their role in identifying and reporting concerns regarding adult or child abuse</li> <li>• Is aware of and challenges, if necessary, poor practice in safeguarding adults and children (*Adult and Children’s Services)</li> </ul>
Achieving Results and Success	B	<ul style="list-style-type: none"> <li>• Assumes personal responsibility for achieving outcomes and making appropriate decisions</li> <li>• Is considerate of others and their contributions</li> <li>• Monitors and evaluates own performance against targets</li> <li>• Develops new ways of working to achieve results</li> <li>• Demonstrates high personal standards as an example to others and delivers what they agree</li> <li>• Is consistently positive and remains focused and flexible when faced with competing demands and priorities</li> <li>• Allocates time and resources to reflect priorities</li> <li>• Seeks information to aid decision making</li> </ul>
Respecting Others	B	<ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make</li> <li>• Demonstrates integrity at all times</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Acts as a role model, sets a personal example of good equality practice at all times</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Understands different learning and personality styles and preferences</li> <li>• Respects confidentiality wherever appropriate</li> </ul>

		<ul style="list-style-type: none"><li>• Acts upon concerns about discrimination or inequality of opportunity</li><li>• Applies consistent standards of service and response</li></ul>
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