

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	CYP Systems Designer	Grade:	PO5
Reports to (Designation):	Data Engineer	Grade:	PO7
Directorate:	Children and Young People (CYP)	Section:	Strategy & Improvement (S&I)

Main Purpose of the job:

To be a key member of the Children and Young People's (CYP) directorate with lead responsibility for case management systems used by the directorate. The postholder will ensure that applications and systems are fit for purpose and meet the service needs for practitioners as well as for the production of statistical data required for local and statutory reporting. System users are all staff in the CYP directorate including early help, Education, Social Care and Youth Justice.

Summary of Responsibilities and Personal Duties

Systems Management

To ensure that all CYP electronic recording systems, and the policies, procedures and guidance that support them are developed in line with national and local requirements and expectations. To ensure that the systems effectively support staff to do their day to day work with children and families and are able to report on required performance indicators, including nationally collected data.

The postholder will work closely with the Application Management Team (AMT) to ensure application releases are properly tested and are scheduled appropriately with minimum impact on service delivery. The role may include the following workstreams

- Project and change planning
- Analysis of release notes
- Liaise with AMT in relation to system configuration requirements and security arrangements
- Work closely with the service and the Application Management Team (AMT) to design new forms and/or revisions of existing ones, to ensure that service requirements are met.
- In collaboration with AMT, design and deliver new system workflows using supplier workflow builder tools
- Application and data release testing
- Design and deliver all related help guide material, including practice and procedural aspects provided by the Workforce Development Service
- Provide communication via service wide presentations and system demonstrations
- Liaise with the Business Intelligence team to ensure changes are aligned to local and statutory reporting needs
- Liaise with the Application Management Team to support all upgrades and provide relevant input.
- The postholder will attend vendor meetings as and when appropriate

Maintain and review the following case management systems related processes:

- Form Designer Change Management Process
- Record Restrictions Policy
- Starters, Movers and Leavers Policy
- Issues and Change Management Process

To ensure information systems and processes comply with relevant legislation and local policies and procedures such as the Data Protection Act 1989 and Council policies on record retention and data security.

Provide project and change management support to all other ICT related projects as required by CYP.

Identify and advise on required system enhancements, submit change requests and submit JIRAs to support supplier/contract management.

The postholder will use the UAT system to assist in development planning/testing thereby ensuring that the Live case management system environments are administered correctly.

Partnership Working and Networks

Participate in operational team and service meetings, and Systems Boards. Attend meetings with the AMT as required. Provide reports to SMT and others as the need arises. To attend and represent Lewisham Council at CMS vendor user groups and forums.

To effectively collaborate with other Local Authority colleagues in relation to system developments.

To provide significant input to IT procurement/contracts and represent business requirements ensuring value for money for the Council.

Provide support and advice to the AMT when necessary and in particular around new released functionality and system changes.

Ensure there is effective communication with key stakeholders and the AMT to identify the implications for staff (including Finance & Data Management staff), of any proposed changes or upgrades being made by CMS vendors.

Attend and contribute to supplier user groups and focus groups periodically throughout the year at supplier sites and venues. Provide feedback and inform local ICT strategy.

Training and Practice Development

The postholder will provide floorwalking and triage support to the CYP workforce when required. To work closely with the LCS Floorwalker and Trainer to provide a comprehensive training offer for the workforce.

To ensure staff have appropriate training and support to use the case management systems.

Ensure all ICT related projects are aligned to the directorate service improvement plan.

Performance Data and ICT Systems

Work in partnership with the business intelligence team to ensure data integrity which supports practice. Support the business intelligence team by carrying out child record data cleansing activities to enable accurate performance reporting. Support the business intelligence team with any data quality recording issues by working with users to correct records and/or assist them with child record roll backs.

To promote the effective use of ICT to support performance monitoring for managers.

Work with the Business Intelligence team to develop new data reports via the data warehouse and support with the maintenance of the data warehouse to meet Lewisham reporting requirements

Work closely with the Business Intelligence team to assist them in the production of all local and statutory reporting by providing social care practice, application and systems administration knowledge.

Work with the Business Intelligence team in relation to the production of data reports to inform monthly performance reporting, ensuring data quality monitoring reports are accurate and fit for purpose.

To ensure that appropriate outputs are developed and implemented to support local and statutory business requirements.

To establish effective data quality and procedures for monitoring and evaluating provision and performance within children's social care.

Organisational Responsibilities

Contribute to Ofsted inspection processes and assist inspectors to access CYP systems. Contribute to departmental preparations in readiness for inspections.

To work in a collaborative and proactive manner to ensure the best delivery of services to children and families by regularly reviewing the effectiveness of the post holder's key areas of responsibility, working practices, use of technology and processes. Identify any current or proposed legislative, policy or procedural changes which may impact on the ability of CYP staff to provide accurate service user records and data integrity.

Work closely and collaboratively with key stakeholders to improve systems support to the business including:

- CYP senior management team
- Corporate applications leads in the AMT
- Business support service
- Business intelligence
- Workforce development service

The CYP Systems Designer post is aligned to the Strategy & Improvement services. It is important that all systems developments are aligned to the requirements of children's social care practice and delivered in a consistent way.

Staff Management and Development

To work alongside relevant operational staff as well as managing project staff and consultants. Monitor the safeguarding responsibilities, performance and training of the team members that are under the project management of this post.

The LCS & EHM Systems Lead will report directly to the Data Engineer and the post is located in the Strategy and Improvement Service. Regular supervision will be held.

Personal Effectiveness

The postholder will undertake regular training and self-development to broaden their ability to support all the CYP case management systems (currently Access Group and System C products in use including Synergy, LCS IYSS). To keep up to date with new technology and market developments within the CYP purview.

To present timely and relevant information and reports to senior leaders as required.

To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.

To establish and maintain effective working relationships with relevant partners and stakeholders including partner agencies such as education, health, social services, independent and voluntary sectors, application management team (AMT) and other local authority colleagues.

Additional Information

The postholder would ideally have a good understanding of existing application capabilities and the process by which development and enhancements can be requested. A significant part of this role will be

to advise the services of the technical requirements to develop the system and drive practice improvement.

The postholder should understand and be able to use the system to its fullest to support with development and incident management. They will drive the products forward and make sure all functions are considered and utilised to their full potential, providing technical advice to non-technical colleagues to inform decisions.

The CYP Systems Designer needs to understand not only how systems work at an application level but they must have a good understanding of the data that can and should be stored and then what can be retrieved for reporting purposes. This is to ensure the service develops their recording requirements in a sustainable way and functions are used for the purpose of which they were originally intended.

The CYP Systems Designer should decide when a change request is required from the supplier, ensure the service gets best value for money and cost savings are optimised by sharing resources with other local authorities.

Internal contacts: These include Senior Officers within CSC and other Departments.

External contacts: These include representatives of other Local Authorities and Liquid Logic.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Council's appraisal scheme and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Staff may be required to undertake work as directed from the range of portfolios contained in the Job Description, to meet business needs. There will be opportunities for staff to receive relevant training and support as appropriate to develop and enhance their knowledge and skills.

Consideration will be given to restructuring the duties of this post for a disabled post holder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE
CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: none

Title:	Grade	No of posts
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Number of partially managed staff: none

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: CYP Systems Designer
POST NO:

DEPARTMENT: CYP CSC

GRADE: PO5

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Job Title: LCS/EHM Children's Social Care Systems Lead

Knowledge and Experience	
Significant experience in a management role with direct responsibility for information systems and/or social work recording practice.	S
Detailed knowledge of Local Authority workflow functions in respect of Children in Need, Child Protection, SEND, Children Looked After, Fostering and Adoption and an understanding of core children's social care business processes as they relate to case management systems.	S
Detailed knowledge of LCS/EHM as a work flow system, the contents and constraints, the way it interfaces with Controcc and be sufficiently familiar with social work processes to be able to provide day to day support to staff within CSC. Knowledge of CSC workflows within LCS/EHM.	S
Knowledge and experience of working with System C/Liquid Logic (supplier) solutions (e.g. LCS, EHM and Single View) and/or Access Group (supplier) solutions (e.g. Synergy). Experience should include building forms, building work flows and release management and testing.	S
A good knowledge and understanding of the standard MS Office application suite.	
Good knowledge of data quality and data management systems. Experience of maintaining and developing information systems.	
Possesses a detailed understanding of data protection principles and legislation and best practice in data security, information and records management, and their application in a children's social care setting. Knowledge of Local Authorities' legal responsibilities under all ICT legislation, including Data Protection Act and Freedom of Information Act. Knowledge of ICT security legislation.	

	Able to manage number of complex projects and initiatives concurrently, at all times keeping overall objectives in mind, retaining objectivity and prioritising tasks strategically when under pressure. Experience of leading the successful implementation of substantial change programmes and /or complex service developments in the public sector. Knowledge of project management frameworks and relevant tools and techniques. Experience of developing and providing training using a variety of learning methods and to different audiences. Extensive experience in designing and delivering classroom systems training to non technical audiences. Experience of financial and resource management, including the ability to estimate resource requirements to a reasonable degree of accuracy. Knowledge of methods and techniques for negotiating the supply of services and managing delivery against agreed criteria and service levels.	S S
	Skills Able to apply techniques of business process mapping and business process re-engineering in order to analyse service needs and deliver improvements to working practices. Able to work with complex ideas and data and to communicate them to a variety of audiences. Can evidence strong influencing and negotiating skills, with the ability to persuade stakeholders at all levels especially senior managers. Excellent verbal and written communication skills including the ability to explain complex information clearly and accurately, including the ability to write clear policy and procedural documents. Ability to communicate with Senior Officers internally and colleagues, stakeholders and partners externally. Strong analytical skills and ability to interpret complex legislation, including social care legislation and present finding in a concise and accessible format. Ability to solve problems and be creative about solutions. Able to work accurately and pay attention to detail especially when working to tight deadlines. Competent and experienced at using standard IT office applications, such as those contained within Microsoft 365 at an advanced level.	S
	Personal Skills and Attributes Builds successful working relationships with colleagues and partners across the Council, partner agencies, central government and other local authorities. Creates a safe, responsive and open working environment in which staff are equipped, motivated and empowered to deliver excellent results through effective teamwork, development, feedback and recognition. Positive and solution focussed with an ability to engage a wide range of users in training and development.	S

	Able to work independently and autonomously and to be a high functioning member of a team. The ability to work across organisational and professional boundaries, networking effectively at all levels. Ability to establish effective working relationships and with colleagues and to work collaboratively as a member of a team. Ability to work under pressure and to manage own time effectively. Able to work with senior managers to deliver ICT related change and monitor progress.	
	Education and training A professional qualification in an area relevant to the post, such as management, projects or programme management, ICT or social work. Industry standard training delivery qualification - PRINCE2 (Foundation or Practitioner) Certification, Training Qualification.	S
	Equal Opportunities Commitment to implement the Council's Equal Opportunities policies and awareness of Equal Opportunities issues.	S

Circumstances

DBS Disclosure Required? No ☐ Basic ☒ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.