

Job Description

Job Title: BSMI Application Development Officer	Service Area: Business Systems & Management Information
Division/Section: Transformation	Job Number: 7430
Grade: PO5	Date last updated: 12th December 2024

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Protecting our Staff and Services

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.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The post holder will be an expert on Newham Council internal business systems and its integration, leading key integration and application development projects across the directorate. The post-holder will support the Transformation Programme (Transforming Newham for the Future) and lead from a business systems and service improvement perspective providing clarity on how systems can be improved to enable optimal service delivery and value for money.

To work collaboratively with stakeholders, gathering requirements, understanding impact and balancing priorities to develop products that maximise business benefit through the council's application architecture.

To lead the development and delivery of the systems strategic and operational plans, undertaking a variety of activities including procurement of new systems, building effective business cases, forward-planning, service improvement initiatives and managing risk.

Develop and implement seamless operational processes through analysis of current procedures and technology in line with service requirements and organisational objectives including strategy, governance and compliance.

Ensure documentation is clearly defined and structured for application development and configuration and execute a phased training plan to increase acceptance and utilisation of new solutions.

The role is expected to operate at SFIA level 5, Level 5 - Ensure, advise — English (sfia-online.org) and level 4 (Level 4 - Enable — English (sfia-online.org) according to the demands of the role.

Job Context

1. The post holder reports to the Head of Business Systems & Management Information.
2. To deliver projects and work-streams aimed at improving the use, integration and maintenance of systems and information. Working closely with suppliers to deliver projects and change that deliver value for money and meet the objectives of all stakeholders.
3. The post holder will have line management responsibility of BSMI Officers, BSMI Assistants and Contractors. The post holder will also matrix manage work of Council Officers across Transformation and System Improvement Programmes where necessary.
4. The post holder will work closely with Directors and Heads of Services across the Council
5. The post holder will manage project budgets and report project costs within the agreed budget framework
6. The post holder has specific Health and Safety responsibilities for themselves and staff. Also in relation to Corporate council data and within digital functionality
7. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. System Design and Development:

- Lead the design and development of solutions that align with business needs, policy and procedures.
- Lead the development of new systems or enhancements to existing systems.
- Write and test system/code/procedures/processes
- Ensure that systems are scalable, secure, and meet performance requirements.

2. Project Management:

- Manage systems development projects from inception to completion, including project planning, timelines, and resource allocation.
- Coordinate cross-functional teams, including developers, testers, and business analysts.
- Responsible for ensuring projects stay within budget and meet deadlines.
- Report project progress to senior management and stakeholders.
- Ensure stakeholders are made aware of system capabilities in advance to support future planning, decision making and sequencing of events
- Lead the liaison with external software vendors, consultants and service providers.

3. Systems Integration:

- Ensuring that new systems integrate effectively with existing technologies and platforms.
- Facilitating the integration of third-party applications or external systems with internal software.

4. Technical Support and Maintenance:

- Provide technical guidance and support to resolve complex issues related to system functionality.
- Ensure systems are maintained and updated regularly to avoid security vulnerabilities or performance bottlenecks.
- Monitor system performance and troubleshooting issues as they arise.

5. Security and Compliance:

- Ensure systems are developed and maintained in compliance with organisational, legal, and regulatory standards.
- Implement security measures to protect sensitive information and prevent cyber-attacks.
- Conduct regular audits and assessments to identify system vulnerabilities.

6. User Training and Documentation:

- Create user manuals, system documentation, and technical guides.
- Organise training sessions for end-users or system administrators to ensure proper use of the systems.
- Lead change management programs and helping users adapt to new systems or system changes.

8. Research and Innovation:

- Keep up with the latest technological trends, tools, and programming languages.
- Recommend new technologies or methodologies to improve system performance and efficiency.
- Drive innovation in system design to enhance capabilities.
- Arrange and meet external peers to share and develop system capabilities to drive efficiency.

9. Risk Management:

- Identify potential risks in system development projects and devising strategies to mitigate them.
- Implement backup, recovery, and disaster recovery plans for critical systems.
- To develop and maintain Issues and Risks logs for projects, ensuring that these are highlighted, managed and resolved where possible. Escalate risks and issues via the project group to Board level and relevant services.

10. Budgeting and Resource Allocation:

- Prepare budgets for system development projects and manage expenditures.

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Person Specification

Job Title: BSMI Application Development Officer	Service Area: Business Systems & Management Information
Division/Section: Transformation	Job Number: TBC
Grade: PO6	Date last updated: Dec 2024

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>This role requires a committed, enthusiastic person who is able to work on their own, as well as with managers.</p> <p>The role offers a career opportunity for a candidate with experience of Application Development and Business System Applications used in Local Government and Public Sector.</p> <p>The candidate will have the ability to plan and organise their own workload against set deadlines and be able to work well under pressure.</p> <p>It is essential that you are computer literate and must be able to articulate effectively both verbally and in writing.</p>	

<p>EXPERIENCE</p> <p>Significant experience or the equivalent combination of education and experience in using database technologies: Relational Databases (MySQL, Oracle, Microsoft SQL Server) NoSQL Databases (MongoDB) and some experience in reporting from them using database query tools</p> <p>Experience in Application Development</p> <p>Some experience with SSRS, Power Bi, advanced SQL</p> <p>Experience of working within a large multi-service organisation, managing conflicting demands and delivering</p> <p>Experience of managing relationships with a variety of technical and non-technical stakeholders</p> <p>Experience of developing/implementing IT systems</p> <p>An expert understanding of benefit identification and realisation in relation to programme and project management</p> <p>An expert understanding of risk management in relation to programme and project management.</p> <p>Budget monitoring or financial tracking experience.</p> <p>Experience of managing staff directly or matrix management setting and/or project teams</p>	<p>ASSESSMENT</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and test</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form</p> <p>Application form and interview</p> <p>Application form</p> <p>Application form</p>
<p>QUALIFICATION</p> <p>Degree in Computer Science or related field or equivalent experience in related roles</p>	<p>ASSESSMENT</p> <p>Application form</p>

<p>KNOWLEDGE</p> <p>Excellent and demonstrable understanding of Database Technologies, Relational and NoSQL Databases and in-depth knowledge of query language skills</p> <p>Excellent and demonstrable understanding and knowledge of</p> <ul style="list-style-type: none"> - Cloud Platforms and services - Security tools and compliance standards - APIs and Web Services - Testing tools and methodologies - User Interface and User Experience design <p>Knowledge of Enterprise Software and CRM. Microsoft Dynamics 365, NEC Housing, idox Uniform, Total Mobile - Service Connect, or Alloy is desirable.</p> <p>Knowledge and worked experience of Programming Languages used for Back-end, Front-end and Mobile Development is desirable.</p> <p>Hands on knowledge of using business applications used in Council Services, including its configuration and administration and scripting. Understanding of NEC Housing, Total Mobile Connect and idox Uniform is desirable.</p> <p>Proficient with Project Management tools</p> <p>A detailed understanding of programme and project management principals and techniques.</p>	<p>ASSESSMENT</p> <p>Application form, test and interview</p> <p>Application form, test and interview</p> <p>Application form and interview</p> <p>Application form</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p>
<p>SKILLS AND ABILITIES</p> <p>Ability to plan and control work effectively and organise resources to meet targets.</p> <p>Ability to work under pressure, set clear priorities and to meet deadlines within a team or individually.</p> <p>Strong level of numerical and verbal skills.</p> <p>Ability to learn new systems and programmes quickly.</p>	<p>ASSESSMENT</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and test</p> <p>Application form and interview</p>

<p>Ability to communicate effectively at all levels with team members, senior officers and suppliers.</p> <p>Ability to analyse complex data, produce and interpret reports from the system and to provide timely management information.</p> <p>Ability to take the lead in implementing new initiatives and developments and assessing methods of maximising use of the system.</p> <p>Ability to think creatively and identify business focussed solutions to new and challenging situations.</p> <p>Excellent understanding of how the system and IT can increase business efficiency and improve customer services.</p> <p>Excellent analytical skills to identify problems and to suggest solutions.</p> <p>Ability to establish and promote the optimum use of data on the system, ensuring accuracy and maintaining data integrity.</p> <p>Ability to negotiate with internal and external suppliers and the user base.</p> <p>Ability to effectively train others in the use of systems</p> <p>Ability to work without supervision and deputise as necessary for the team manager.</p>	<p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form, and interview</p> <p>Application form, test and interview</p> <p>Application form and interview</p> <p>Application form</p> <p>Application form and interview</p> <p>Application form and interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR</p> <p>Ensure that personal skills are kept in line with the latest technology advancements.</p> <p>Must be a self-motivated and supportive person, able to motivate and challenge, with strong reasoning skills.</p> <p>Work independently, using own initiative.</p> <p>Control emotion in pressure situation</p> <p>Develop effective contact, liaison and working relationships with colleagues and other bodies as</p>	<p>ASSESSMENT</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p>

<p>appropriate.</p> <p>Participate actively in the performance management scheme, agreeing objectives, attending reviews and undertaking staff development as required.</p> <p>All employees are expected to be fully committed to policies and processes on equality, diversity, data protection and safeguarding.</p> <p>Undertaking other duties as may be reasonably expected of the post holder.</p>	<p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and interview</p>
<p>OTHER SPECIAL REQUIREMENTS</p> <p>Willing to be flexible and carry out additional duties to ensure the successful operation of services.</p> <p>Willing to work at other offices within the borough, when necessary.</p>	<p>Application form and interview</p> <p>Application form and interview</p>