

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Children's Services	SERVICE GROUP:
POST TITLE: Childrens System Lead – Liquid Logic Children's System (CONTOCC)	REPORTS TO: Childrens System Manager
SALARY RANGE:	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:
<ul style="list-style-type: none">• Reporting to the Childrens System Manager, the postholder will implement and support the operational management and technical development of the system and ContrOCC Portal and work with other system leads across Childrens Services• The postholder will provide effective leadership, coordination and management of the Systems Support Service, bringing focus and direction to the work of the team through establishing operational standards, clear objective setting and strong performance management to deliver the system requirements and technical delivery to users which covers all aspects of Social Work.• The postholder will be the lead trainer and will develop training plans for end users. Identifying, coordinating and successfully delivering the implementation of support and training across the ContrOCC system and Children's Portal and the Workforce Digital Passport and other IT solutions as appropriate.

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Main Responsibilities of Post:

Leadership

1. Responsible to the Childrens System Manager, this post will play a key role in managing and providing expert support for the ContrOCC System and Portal to provide continuous service improvements that meets Children's Services standards and legislative requirements.
2. The postholder will support the Childrens System Manager by taking the lead responsibility for ContrOCC System and Portal to influence, support and work with senior leadership and relevant working groups to drive forward practice, and to embed and support a learning and responsive culture, based on championing high standards of performance.
3. The postholder will implement agreed projects, support business change, undertake transformational programmes and improvements to further the objectives of the service, department, service and Council and work collaboratively with other Childrens System Leads and external agencies.

System Support

4. The postholder will support and develop the network of system support teams, "super users" and ensure that the key stakeholders (hub managers, business support managers, seniors and external partners) are fully supported with the ContrOCC System and Portal and deal with any issues which arise.
5. The postholder will investigate, record and solve problems in a logical and methodical manner and will independently assess a wide variety of tasks, and be proactive in relation to identifying and undertaking activities that are to the benefit of the Service, Council and children of Bradford and their families.
6. The postholder will manage and develop the ContrOCC System and Portal system support team in terms of quality and improving practice. They will play a key role in confidently influencing positive changes, maximising financial claims through evidence, acting as a critical friend and challenging where appropriate throughout the Childrens Service.
7. The postholder will support the Childrens System Manager with preparations linked to regulatory inspections, such as Ofsted, ILACS and CQC, ensuring that IT systems, data and reporting requirements are met and will undertake audits and facilitate quality assurance workshops and ensuring quality is being achieved.
8. The postholder will ensure the Childs voice and journey is captured through an end to end process and to have an active role within the governance, writing policies and procedures for use with the system with this in mind.

Technical Implementation

9. The postholder will work closely with IT Services to undertake full system and interface testing, to support with upgrades and have open communication to discuss future developments and projects.
10. The postholder will develop and update form configuration, operational system test scripts, organise testing schedules, collate issues and triage as appropriate, they will manage data security and quality management (including access / restriction) in line with GDPR and practice standards and will action business continuity procedures in the event of disruption to the service.
11. The postholder will attend supplier system conferences, supplier system training and have current knowledge of new functionality, they will also engage with user-forums, networking and collaboration with other LA's.

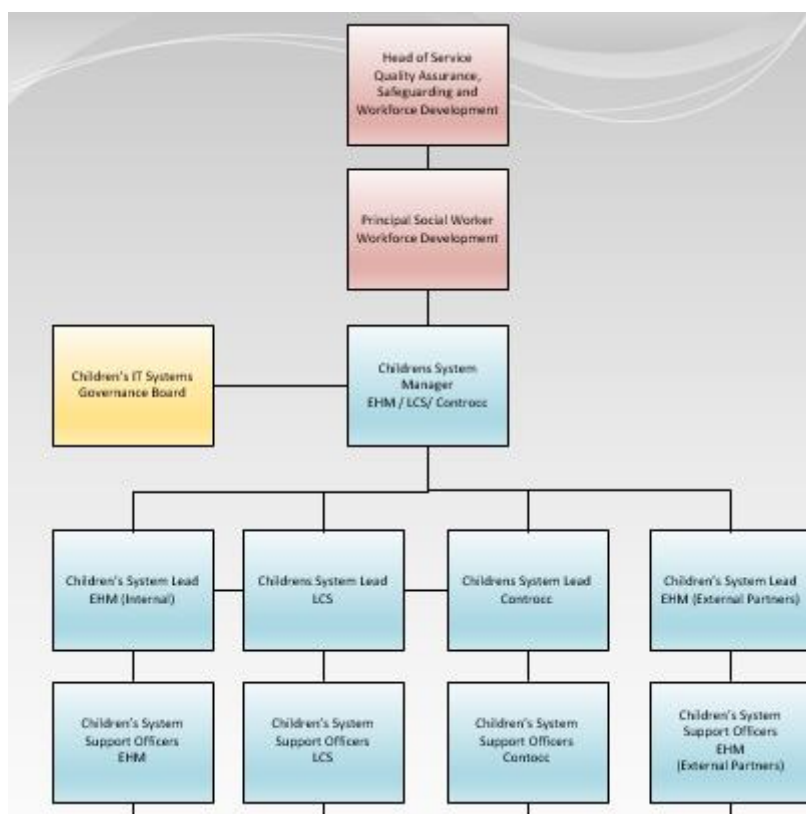
Training

12. The postholder will develop, implement and deliver a training programme which is accessible by a range of methods, to all levels of system users and ensures continuous evaluation and review of course design and content so that training and development programmes are up to date, and are meeting the changing needs of individual employees and the organisation that supports practice and the Digital Workforce Passport.

Reporting

13. The postholder will work closely with the Office of the Chief Executive to interpret data and produce meaningful reports across the ContrOCC System and Portal, they will provide information on any changes to the system/portal and use the performance management information to support and challenge practice with a key focus on quality assurance to ensure that all systems are providing accurate and effective data.
14. The postholder will demonstrate effective communication, both orally and in writing, with subordinates, colleagues, clients and customers including producing reports, preparing, organising and delivering presentations using appropriate tools and techniques, and taking a leading role in meetings and discussions. They will act in a professional manner, and exhibit the required behaviour that should act as an example to other employees.

Structure:



Special Knowledge Requirement: Essential for shortlisting.

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column

	Essential
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,(e.g. in children's centres) – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	x
Demonstrable knowledge of developing innovative materials and activities that maximise learning and meet desired outcomes.	x
Demonstrable knowledge of developing, co-ordinating and delivering that maximise learning and development programmes	x
Demonstrable knowledge and understanding of different learning styles and how you apply this in a training and development environment	x
Demonstrable knowledge of how to interpret data and to produce meaningful reports	x
Demonstrable knowledge of how to interpret feedback from evaluation and to adapt delivery accordingly	x

Demonstrable knowledge and understanding Social Work practice	x
Demonstrable knowledge of using IT systems particularly ContrOCC	x
Relevant experience requirement: Essential for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.	
Experience of leading improvements to improve outcomes for children	
Experience of delivering training both in terms of systems usage and the quality of practice	
Experience of data analysis and the interpretation of data to support meaningful report development to support managements reporting requirements	
Experience of holding quality assurance workshops which then impact on practice to support the delivery of the improvement plan	
Experience of supporting a Super User network supporting end users or equivalent.	
Experience at identifying goals and objectives, and motivating and leading others towards their achievement.	
Relevant professional qualifications requirement: Essential for shortlisting	
<ul style="list-style-type: none"> Level 4 or above Management or Practice Qualification. 	
Core Employee competencies at manager level to be used at the interview stage.	
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.	
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.	
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.	
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.	
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	

Management Competencies: to be used at the interview stage.		
Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.		
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.		
Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.		
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.		
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
You will be informed if there is a requirement for the post to have recruitment checks such		
Compiled by: Date:	Grade Assessment Date:	Post Grade: