

Role Title: Children's System Lead – EHM Internal
Salary: SO2
Location: Sir Henry Mitchell House, Bradford
Report to: Children's Systems Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

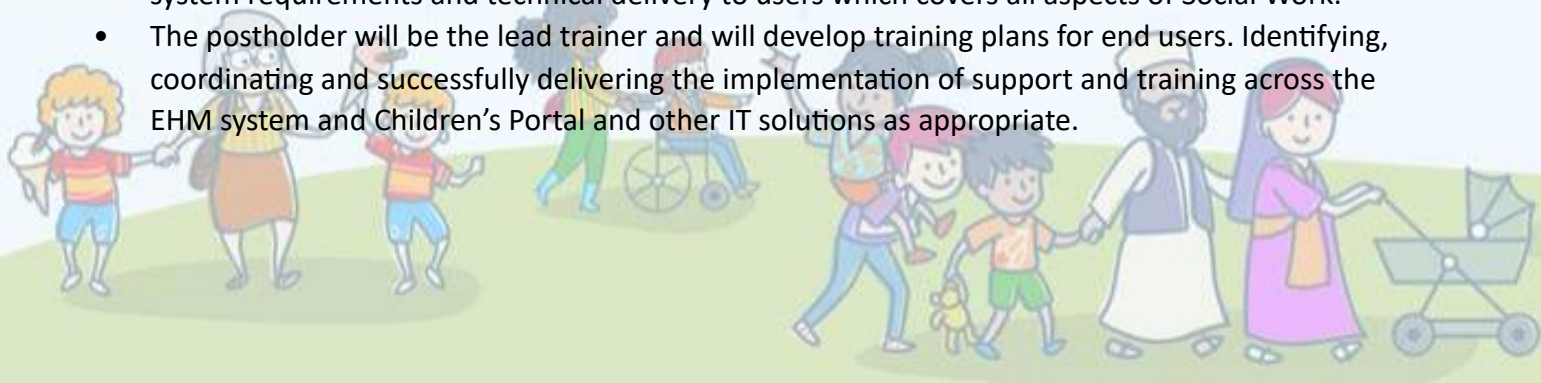
Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Job Overview

- Reporting to the Children's System Manager, the postholder will implement and support the operational management and technical development of the system and EHM Portal and work with other system leads across Children's 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 EHM system and Children's Portal and other IT solutions as appropriate.



Main Duties and Responsibilities

Leadership

- Responsible to the Children's System Manager, this post will play a key role in managing and providing expert support for the EHM System and Portal to provide continuous service improvements that meets Children's Services standards and legislative requirements.
- The postholder will support the Children's System Manager by taking the lead responsibility for EHM 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.
- The postholder will implement agreed projects, support business change, undertake transformational programmes and improvements to further the objectives of the service, department, service and Trust and work collaboratively with other Children's System Leads and external agencies.

System Support

- 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 EHM System and Portal and deal with any issues which arise.
- 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, Trust and children of Bradford and their families.
- The postholder will manage and develop the EHM 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 Children's Service.
- The postholder will support the Children's 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.
- The postholder will ensure the Child's 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.
- 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.



- 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.
- 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

- 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.

Reporting

- The postholder will work closely with the Office of the Chief Executive to interpret data and produce meaningful reports across the EHM 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.
- 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.



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.
- **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 Trust'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 Trust's values and goals.



About You

We are looking for applicants who can demonstrate that they meet the following requirements:

Education

- Level 4 or above Management or Practice Qualification

Experience

- 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
- Experience of using EHM
- 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 at identifying goals and objectives and motivating and leading others towards their achievement

Special Conditions



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested.

We are an equal opportunities employer.

