

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Senior Business Configuration Analyst	JEID	R0308
Salary Grade:	J		
Team:	Care Systems Team		
Service Area:	Service Development and Assurance		
Primary Location:	Saltisford		
Political Restriction	This position is not politically restricted.		
Responsible to:	Business Applications Manager (Social Care Systems)		
Responsible for:	X4 Business Configuration Analysts		

Role Purpose

To ensure that requests for changes to the configuration of Social Care Applications are managed and resourced effectively in line with business requirements and priorities. This includes Business as Usual changes as well as aligning to requirements of transformation projects within Social Care.

To manage and co-ordinate the work of a team of Business Configuration Analysts that delivers new developments and projects affecting the configuration of social care processes and applications.

Role Responsibilities

- To provide leadership and line management to a team of Business Configuration Analysts.
- To work with programme/project managers to ascertain requirements for changes to Social Care Systems to support transformation projects in order to establish resourcing requirements.
- To co-ordinate work take on processes for new pieces of work.
- To manage allocation of Business Configuration Analyst resources to support Business As Usual changes and transformation projects.
- To take the lead where necessary on large scale system changes such as system upgrades.
- To provide quality assurance to the work of Business Configuration Analysts and ensure best practice is embedded within the team.
- To work positively in partnership with ICT suppliers, Business Intelligence and other stakeholders

to ensure the timely and effective delivery of solutions.

- To liaise with system providers on issues and system errors using learning and evaluation of existing and new functionality to make improvements.
- To ensure the appropriate change control processes are maintained and that documentation is updated as part of ongoing change.
- To maintain robust documentation, change governance and support for all changes and new developments.
- To assess resources and capabilities against required skills and work with team members to agree personal development plans to support this.
- To provide regular reporting on status of requests for change.
- To work with the Business Applications Manager to develop and review operational change processes to ensure consistency of approach to implementing system changes and alignment to best practice
- To deputise for Business Applications Manager where appropriate.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

A professional qualification in a related area such as ITIL or Project Management	A,I
At least 3 year's experience of managing work requests, scheduling, resource allocation and project planning	A,I
At least 3 year's experience of managing staff	A,I
Demonstrable experience of leading and implementing changes in a past faced environment	A,I
Excellent communication skills with the ability to present technical or complex issues in an easily understandable way to stakeholders	A,I
Knowledge of techniques and best practice for configuring and implementing system changes to improve business processes	A,I
Excellent networking, influencing and negotiation skills	A,I
Experience of establishing and maintaining close liaison with key stakeholders to align business requirements to delivery of system changes	A,I
Ability to work flexibly on own initiative or in teams to overcome obstacles and barriers to progress, and manage priorities to make the most of resources	A,I
The proven ability of implementing processes consistently, ensuring documentation is up to date and accurate	A,I
Ability to work under pressure and manage multiple and sometimes conflicting priorities	A,I
Significant experience in problem solving, employing a systematic, disciplined and analytical approach.	A,I

Desirable Criteria

Assessed By:

Experience of working in a Social Care setting	A,I
Experience of Mosaic or other Social Care Systems	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)

<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	