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Date of Document	14/05/21
Originator	
Originator's Ref (if any)	Paolo Vestri - Service Manager (Policy & Improvement)
Document Title	Creation of Two System Development Officers - Transformation

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Additional information:

Authorised By	Jim Lamond
Designation	Exec Director for Council Resources
Date	14/05/2021

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STAFFING REPORT – NEW POST

REPORT TO: Executive Director – Council Resources

BY: Service Manager – Corporate Policy & Improvement

DATE: May 2021

SUBJECT: Staffing Report for the Creation of two Systems Development Officers within Corporate Policy & Improvement - Transformation

1 PURPOSE

- 1.1 To seek Head of Council Support approval under delegated powers for the creation of two **Systems Development Officers** as a **temporary** change to the staffing structure.

2 RECOMMENDATIONS

- 2.1 To agree to the proposed changes to the staffing structure as outlined in the report.

3 BACKGROUND

- 3.1 The purpose of these posts is to work as members of the HMS Project team with a primary focus on the effective use of the HMS platform to bring about digital transformation across the Housing Lifecycle.
- 3.2 The Jobholders will be responsible for the effective use, via configuration, of the new HMS, including designing and developing system processes (workflows and automations), in line with technical, business and functional requirements.
- 3.3 The Jobholder's will work closely with the project and operational teams to ensure that system implementation is compliant with user needs, aligned with IT strategy and standards and delivers a high quality and effective solution. This will involve liaising with software suppliers, existing Systems Support teams and the IT Service.
- 3.4 The posts are required full-time (35hrs per week) on a temporary basis, for up to two years to support the implementation of the new HMS system.
- 3.5 The posts will be funded from the approved HMS Project budget within the Housing Revenue Account.
- 3.6 The Job Evaluation Team have reviewed this role and the post has been evaluated at **Grade 8, £30,037 – £33,857** (Local Government Employees Salary Scales - 2020-21).

4 POLICY IMPLICATIONS

4.1 None

5 INTEGRATED IMPACT ASSESSMENT

5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 DISCLOSURE SCOTLAND REQUIREMENT

6.1 This post will require a **Basic** Disclosure check in order to comply with legislation/PSN Code of Connection.

7 RESOURCE IMPLICATIONS

7.1 Financial – The costs for the creation of the two new posts for two years from October 2021 are estimated to be £168,944.82 and this additional funding will be met from the approved HMS Project budget within the Housing Revenue Account. The cost centre these posts will be charged too is: 2-13-221-1-13-005-5016 Local Government Workers-Pay.

7.2 Personnel – This post has been formally evaluated and will be advertised in accordance with the Council’s Recruitment & Selection Policy. HR and the relevant Trades Unions are supportive of these proposals.

8. BACKGROUND PAPERS

8.1 None.

Appendix: Agreed Job Details Form

AUTHOR’S NAME	Paulo Vestri
DESIGNATION	Service Manager - Corporate Policy & Improvement
CONTACT INFO	01620 827320 / pvestri@eastlothian.gov.uk
DATE	10/05/2021

JOB DETAILS FORM

JOB OUTLINE	
JOB TITLE: Systems Development Officer - Transformation	JET CODE: 7390
SERVICE: Corporate Policy & Improvement	
DIVISION: Communities	
REPORTING TO: Project Manager – Transformation	
RESPONSIBLE FOR: N/A	
<p>JOB PURPOSE:</p> <p>To work as a member of the Housing Management System (HMS) Project team with a primary focus on the effective use of the HMS platform to bring about digital transformation across the Housing Lifecycle.</p> <p>Responsible for the effective use, via configuration, of the new HMS, including designing and developing system processes (workflows and automations), in line with technical, business and functional requirements. Working closely with the project and operational teams to ensure that delivery is compliant with user needs, aligned with IT strategy and standards and delivers a high quality and effective solution. This will involve liaising with software suppliers and ELC IT Service.</p>	
<p>MAIN DUTIES:</p> <p>Under the Direction of the HMS Project Manager – Transformation:-</p> <p>Assist with the planning, maintenance and continuous development of the Council's HMS platform, establishing procedures and standards for its operation.</p> <p>Analyse business requirements, working with various Council Services, to redesign processes and working practices to enable Digital Transformation by designing / developing / configuring appropriate system processes (workflows and automations)</p> <p>Support and/or undertake systems support/process reviews to create and ensure system data meets requirements of ELC's Master Data Management Framework</p> <p>Challenge business processes to ensure service teams are able to use systems to their full potential.</p> <p>Ensure that system designs, functionality, business rules and configurations match technical and business requirements</p>	

Assist with all aspects of the new HMS environment as required, including development/configuration of the system(s) to meet and improve service delivery requirements

Research and evaluate options for system and service development

Support the management of issues with the design, negotiating across the team, and where appropriate the suppliers to reach a mutually acceptable position

Design and develop management information and reports from HMS system(s)

Ensure appropriate testing criteria and requirements are identified and incorporated into the product throughout the design and implementation stages.

Support the Creation, Review and approval of Integration Test Plans and formal System/Sub-Systems Acceptance Test Plans

Co-ordination of testing and installation of new software releases for HMS system(s)

Assist with the development of procedures relating to the implementation and support of Housing Management system(s) and database management (legacy data) and patching.

Provide assistance and guidance to users providing support as required.

Use initiative to deal with unpredictable user enquiries and system faults

Training and mentoring of users

Develop and maintain good working relationships with internal and external partners to refine the overall solution and contribute to the successful implementation of new service design

Systems administrator, responsible for the upkeep, configuration, and reliable operation of the HMS system(s)

Carry out year-end systems processes in conjunction with IT, other service areas and external companies

Use root-cause analysis and other approaches to understand and fix data problems and carry out integrity checks

Carry out system control and reconciliation work

Work under guidance from the IT Service to ensure that the Council meets its statutory Information Security obligations

Contribute to the delivery of the Council's Digital strategy and Transformation programmes.

Undertake such personal development and training as may be deemed necessary to meet the duties & responsibilities of the job and ensure skills are kept up to date.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- HNC/SVQ 3 or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires Basic Disclosure Clearance to allow access to the secure government networks. ELC will submit a baseline personal security standard application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.

Scottish Social Services Council:

- None

TEAM RESPONSIBILITIES:

Project Vision:

To put customers at the heart of a co-ordinated, responsive and proactive service experience regardless of how they prefer to interact with us... ensuring we continue our improvement journey towards excellence

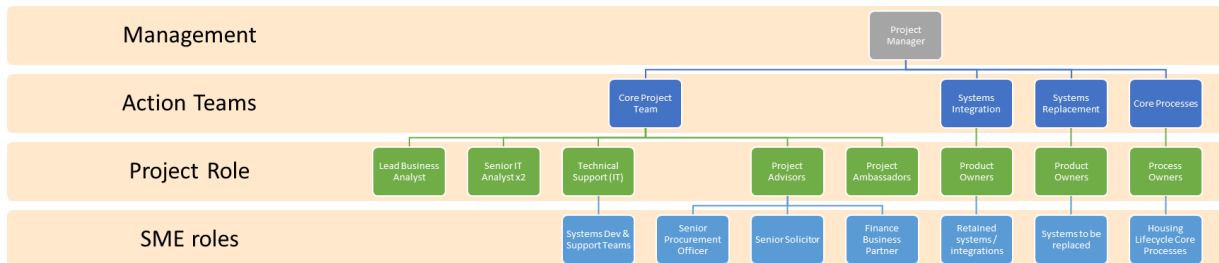
Project objectives:

By the end of the project, we will have delivered:

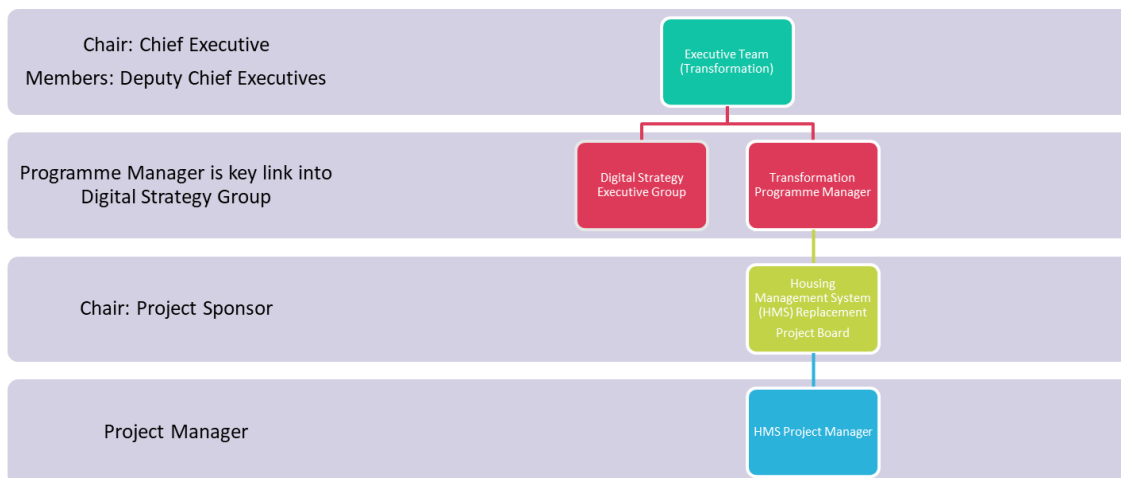
- A new modern, user-friendly, Housing Management System, Asset Management System, Scheduling and Mobile working Systems (HMS)
- Revised end-to-end business processes/customer journeys, aligning with our new ways of working
- Functionality for Housing Options and statutory homeless assessments within the tool (currently provided by AVD)
- Functionality for managing the tenancy and property aspects of void properties within the tool (currently provided in part by an in-house MS Access database)
- Functionality to enable increased automation and digital transactions
- Deployment of / integration with MyAccount (delivered by CSP).
- Functionality to replace standalone systems and processes, optimising system operability
- Functionality to enhance Operational and Strategic and Statutory Reporting capabilities
- Alignment with master data management policies and systems
- Any related people changes (time released)
- Deployment of / integrations to key retained systems (and open API capability should any of these systems change)

ORGANISATIONAL STRUCTURE:

Project Management structure:



Project Governance structure:



PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<ul style="list-style-type: none"> • HNC/SVQ 3 or equivalent and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. • This role requires Basic Disclosure Clearance to allow access to the secure government networks. ELC will submit a baseline personal security standard application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement. 	<ul style="list-style-type: none"> • HNC/SVQ 3 in ICT related subject. • A full current driving licence. • Awareness and understanding of project management principles • Prince 2 Qualifications
Previous Experience (Paid & Voluntary Work)	<ul style="list-style-type: none"> • Experience of supporting and developing/configuring Information Systems in large scale networked environment. • Experience of using appropriate tools to manage a large and complex IT infrastructure • Experience of participating in projects delivering change. • Experience of relationship building. • Experience of providing excellent customer focused service delivery • Database Management and development/ configuration of IT systems 	<ul style="list-style-type: none"> • Experience of working in an ITIL based IT environment. • Experience of developing using low code or similar platforms. • Experience of working with suppliers, their services and contracts • Experience in project management • knowledge of the Scottish Approach to Service Design • Service redesign and systems thinking methodologies

	<ul style="list-style-type: none"> • Providing support to customers and users of systems • Software testing 	
<p>Knowledge/ Skills /Competencies</p>	<ul style="list-style-type: none"> • Understanding of systems development platforms e.g. Low code • Analytical and investigative skills. • Methodical and logical thinker able to establish what the problem is and identify solutions. • Ability to anticipate the impact of change. • Competency in the management, operation and security of end user technologies. • Proven customer service skills and experience. • Proven effective time management skills with ability to analyse workload, assign priorities and maintain focus to achieve successful outcomes. • Experience of providing technical support to the business for 3rd party platforms. • Effective verbal and written communication skills • Ability to use own initiative 	<ul style="list-style-type: none"> • Understanding of the risks and threats end business systems can pose to the security of the IT infrastructure and associated data. • Oracle or SQL Server database management • Knowledge and experience of Cloud Services. E.g. Azure • Experience and/or knowledge of digital transformation and improvement projects. • Process Mapping • Business Analysis • Interpersonal skills including ability to articulate ideas to both technical and non-technical audiences • Ability to engage with internal and external stakeholders on complex issues, improving system processes (workflows and automations) • Ability to work to a high degree of accuracy, paying close attention to detail • Confidence to challenge barriers to effective practice

	<ul style="list-style-type: none"> • Ability to work flexibly as part of a team • Understanding of the role of information systems in supporting business needs and processes. • 	<ul style="list-style-type: none"> • Understanding of software design and its importance for performance, maintainability, scalability and testability in both desktop and web applications
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Enthusiastic, proactive with a can-do attitude. • Self-starter able to work on own initiative and take responsibility for workload and decisions. • Effective communication skills including ability to; listen; influence & negotiate; write clear and fluent reports; and encourage a culture of open communication. • Resolving conflict and overcoming difficult situations. • Take ownership of complex situations and problems. • Ability to focus on the immediate priorities whilst not losing sight of the strategic objectives. • Thorough, paying close attention to detail. • Ability to think logically. • Ability to remain calm under pressure. • Ability to work as part of multidisciplinary teams. 	<ul style="list-style-type: none"> • Commitment to keeping skill set up to date and keeping abreast of emerging industry trends. • Resilient. • Ability to present technical information to non-technical audiences • Enthusiastic • Reliable • Understanding of social housing within a local authority or registered social landlord

	<ul style="list-style-type: none"> • Ability to develop effective relationships with customers and stakeholders, using diplomacy & empathy. • Ability to deal sensitively with information and maintain confidentiality. • Commitment to improving services. 	
Council Behaviours	<ul style="list-style-type: none"> • We are Customer Focussed • We Initiate and Embrace Change • We Strive to be the Best we can be • We make things Happen • We work Together 	