Job Description and Particulars of Appointment

- Job Title: Senior Social Care Applications Officer
- Post Number: P11487
- Grade and SCP: Band 11, SCP 29
- Directorate: Enabling

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Social Care Applications team within ICT, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The Social Care Applications team provides system administration support for the key line of business systems used by adult social care and children's social care, and facilitates the creation of new features as required.

Overview of your role

The role will be responsible for the core line of social care business applications and the team that maintains them, in line with corporate policies and strategies. The role involves providing support, guidance and insight to the operational service teams who utilise the applications, as well as supporting the Digital Services & Applications Manager with wider project needs.

This position is responsible for supervising Social Care Application Officers, ICT Applications Trainers and Assistant Social Care Application Officers.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Digital Services & Applications Manager, who is in turn responsible for your health and safety, training and development.
- responsible and accountable for 8 FTE members of staff, acting in a supervisory/managerial capacity, monitoring performance, supporting development and undertaking annual appraisals.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.
- Support the delivery of Council services (commercially or otherwise) to 3rd party organisations such as (but not limited to) Schools, Academies, Public sector organisations, NHS / healthcare providers, 3rd sector organisations.
- Maintain an awareness of and ensure provided services are delivered according to all current, relevant data protection legislation and standards relating to the post. Examples of this are Freedom of Information Act, Data Protection Act, Payment Card Industry (PCI) standards, The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

What will you be doing?

- Supervise the Social Care Applications Officers and ICT Applications Trainers
- Assist in the training and development of the Social Care Applications Officers and ICT Applications Trainers
- To plan, organise and monitor the work of the Application Team (Social Care)
- Maintain and develop the core line of business applications the Council operates by:
    - Collaborating with the software developers, business analysts, software architects and IT professionals to implement Social Care Case Management solutions.
    - Collaborating with the software developers, business and ICT colleagues to develop and maintain platform roadmaps for the Social Care Case Management solutions.
- Ensure the configuration item records are maintained in relation to the Social Care Case Management solutions.
- Develop, extend and customise features in the Social Care Case Management solutions.
- Critique, improve and deliver new business processes.
- Integrate existing systems and services into the Social Care Case Management solutions as required by the business.
- Lead on deployment and provisioning activities.
- Support with business process analysis.
- Documenting ‘as-is’ and ‘to-be’ within accurate and detailed scoping documents.
- Liaising with system suppliers and clients – act as a point of communication.
- Read and interpret what the customer is saying to proactively identify potential issues and problems.
- Communicate solutions and follow processes to keep customers up to date on system developments.
- Quality Assurance & Documentation.
- Advise the customer on best practice and be able to suggest and deliver product enhancements.
- Identify and support projects from start to finish following structured project management techniques.
- Work with the business operational teams to critically challenge and engineer business processes so that line of business applications enable Council assets to be utilised as fully, efficiently and cost-effectively as practicable.

- Support the strategies underpinning the number and usage of the Council's line-of-business applications.
- Provide guidance and support to operational business colleagues to understand and follow the corporate strategies underpinning the number and use of line-of-business applications.
- Liaise with auditors to ensure that controls incorporated into systems are adequate and appropriate
- Ensure that Requests for Support and Incidents are managed in accordance with agreed SLA's
- To represent the Application Team and the Council at internal and external meetings

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,
- act as an advocate for your service and work collaboratively with colleagues across the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Expected to undertake all relevant training requirements specifically to the role including formal Hearing / Investigating Officer training relating to Disciplinary / Grievance policies and procedures.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role, requiring the post holder to attend Shropshire for 1 day per week, alongside home working arrangements

Your post is subject to the following:

- The post is Permanent, for 37 hours per week,
- Normal office hours are 9am – 5pm Monday - Friday with a minimum lunch break of 30 minutes. Occasional evening and weekend work may be required,
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to two months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,

All applicants who are appointed to this post will be subject to a **Basic Disclosure check** once the appointment is confirmed. This check will include details of any unspent convictions under the Rehabilitation of Offenders Act 1974.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence