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| **Department** | **Department of People** |
| **Job Title** | Information Systems Manager |
| **Grade** | 9 |
| **Primary Purpose of Job** | To support the strategic development, implementation maintenance and review of effective and efficient departmental information management systems. |
| **Reporting To** | Information Management Manager |
| **Staffing**  **Responsibilities** | Senior Systems Support Officers x 2   * To support the strategic development, implementation maintenance and review of effective and efficient departmental information management systems to support Childrens services within People’s Department and other key business requirements. * To offer support and advice to section heads and staff in the use of information systems to support management information, administration and support to all services. * To support the Information Management Manager in the provision of an information management systems service. * To provide an effective and efficient systems support to users of departmental management information systems through liaison with the ICT Account Manager, other officers, and departmental service providers. * To manage the systems service and support to colleagues and partners, ensuring confidence and integrity in al management systems. * To give advice, guidance and assistance to others in development, and use of information management systems, including scoping and defining business requirements. |

**Main Duties**

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| **1** | To support the strategic development, implementation maintenance and review of effective and efficient departmental information management systems, and other associated systems, which will support a coordinated approach to Children’s services within Peoples Department and other functions where appropriate. |
| **2** | Provide support and advice to managers and staff in the development and use of information management systems to meet business needs for management information, administration, and other purposes. |
| **3** | Assist with the evaluation of information management system software releases and make relevant managers aware of the potential. |
| **4** | To line manage the System Support officers ensuring data integrity within the departmental systems and confidence in the data from other service areas. |
| **5** | To assist the Information Management manager in the development, implementation and review of the department’s Information Management Systems Strategy. |
| **6** | To advise and assist the Information Management Manager in the provision of MIS from core systems. |
| **7** | Liaison with training providers to ensure that training needs relating to Information Management Systems developments are identified planned and defined. |
| **8** | Work closely with the Information Management Manger and systems/technology professionals, whether internal or external to ensure successful delivery of Information Management Systems solutions. |
| **9** | Pursue electronic communications and information management and promote the use of the department’s intranet as the prime means of communicating information within the Authority. |
| **10** | Keep abreast of Information systems/ E Government / Information Management developments and technologies and children’s focused developments in order to effectively carry out the duties of the post. |
| **11** | Assist the Information Management manager as the lead officer for all information management systems, including intranet, internet and other systems used by the department. |
| **12** | To establish and maintain effective working relationships and communications with a diverse range of contacts, including internal and external stakeholders, and other statutory and private organisations, especially for the encouragement of knowledge sharing |
| **13** | To produce written reports and prepare and deliver verbal presentations as required for consideration by DMT, and other bodies as appropriate. |
| **14** | To support the Information Management Manager with Data Protection and Freedom of Information requests as and when required. |
| **15** | To support the key data collections taking into account new processes and systems that can improve the collection. |
| **16** | Identify potential service delivery options together with resource implications and seek appropriate approval of any recommendations |
| **17** | To work alongside the ICT Account Manager in relation to new Information Management systems developments |

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| **Date Job Description prepared/updated:** | **7/8/2017** |
| **Job Description prepared by:** | **Imran Khan** |
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| **Department** | | | | **department of people** | | |
| **Job Title** | | | | **Information systems manager** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Staff management skills including experience of direct supervision, staff selection and development. | | | | | Application Form/Interview |
| 2. | A detailed knowledge of managing projects by using appropriate research, project methodologies and statistical techniques. | | | | | Application Form/Interview / Assessment |
| 3. | Evidence of ability to lead and transfer practical skills to individuals in the use and production of management information. | | | | | Application Form/Interview |
| 4. | An in-depth working knowledge of developing and implementing information management systems strategies within a People’s department environment or similar. | | | | | Application Form/Interview / Assessment |
| 5. | An in-depth working knowledge of database entity structure, modular set-up, and database administration. | | | | | Application Form/Interview |
| 6. | Experience of querying the databases using acknowledged methods. | | | | | Application Form/Interview |
| 7 | An in-depth working knowledge of data exchange process. | | | | | Application Form/Interview |
| 8. | Ability to work/communicate with colleagues at a senior level within the organisation. | | | | | Application Form/Interview / Assessment |
| 9 | Experience of providing a service that operates through Service Level Agreements, including client reviews. | | | | | Application Form/Interview |
| 10 | Experience of using information management systems to support the generation of management information for effective and strategic decision making | | | | | Application Form/Interview |
| 11 | Knowledge and understanding of the government’s public sector modernisation agenda including E -Government and School improvement. | | | | | Application Form/Interview |
| 12 | Good interpersonal and communication skills both verbal and written. | | | | | Application Form/Interview / Assessment |
| 13 | A good working knowledge of appropriate legislation, including data protection, Environmental Information Regulations and Freedom of Information. | | | | | Application Form/Interview |
| 14 | An excellent track record of achievements in areas of Information Systems Management | | | | | Application Form/Interview |
| 15 | Knowledge and understanding of the principals of records management. | | | | | Application Form/Interview |
| 16. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Educated to degree standard, preferably within the field of Knowledge and Information Management | | | Application Form/Interview | |
| 2. | | |  |  | | --- | --- | | Demonstrated project management including planning and budget responsibilities. | Application Form/Interview | | | |  | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Willingness to undertake further training as required. | | | Application Form/Interview | |
| 2. | | A minimum of 2 years experience in delivering and supporting officers within the context of information and Knowledge Management | | | Application Form/Interview | |
| 3. | | Ability to work to deadlines and effectively supervise a team’s workload from a strategic perspective. | | | Application Form/Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Innovative ideas on obtaining the maximum value from information and knowledge held within an organisation. | | Application Form/Interview |
| 2. | Experience of measuring the contribution of a knowledge and information management has made to decision-making and intelligence. | | Application Form/Interview |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | A recognised post-graduate qualification in information / knowledge management | | Application Form/Interview |

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| **Date Person Specification prepared/updated:** | **7/8/2017** |
| **Person Specification prepared by:** | **Imran Khan** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.