Kent County Council
Job Description: Infrastructure Systems & Processes Development Officer

Directorate: **Deputy Chief Executive's Department**

Unit/Section: **Infrastructure**

Grade: **KR8**

Responsible to: **Infrastructure Systems Development Lead**

Purpose of the Job:

The role will work with teams across Infrastructure to support the maximisation of the use of the existing systems, developing an understanding of service requirements, support the mapping and implementation of processes. They will support investigative and preparatory work to determine requirements challenging business processes, how information is held, information systems and management, and organisational and practice change.

They will also interface across other parts of Infrastructure and other teams across the council to ensure that appropriate systems and processes operate in infrastructure.

Main duties and responsibilities:

1. Work within a team and under the direction of the Infrastructure Systems Development Lead to identify opportunities to support the wider effectiveness and quality of existing systems and support managers and teams across infrastructure with the wider systemisation of processes which will include assessment of Infrastructure business functions, processes, and information flows, using various methodical and consistent techniques.

2. Work across infrastructure to investigate, document and analyse, model and implement business process improvements that relate to the current and future business environment.

3. Research and continually develop knowledge of policies and best practice, identifying opportunities for recommendation of service improvement and systemisation. Support the Infrastructure Systems Development Lead to consider new technological innovations and solutions and work closely with the colleagues in the System Team to identify the development, configuration and implementation of systems to ensure smooth service delivery and data quality.

4. Consider the compatibility of new organisational technical requirements set by the technology division and automation with existing systems to utilise information sharing and reduction of system inputting tasks. Support in evaluation of effective change and upgrade implementations to take forward learning into future endeavors and work collaboratively with system providers and the technology team where required to review and progress enhancement and system developments in line with business requirements.

5. Work with the Infrastructure Systems Development Lead to develop and deliver a programme of meetings, workshops and process improvement sessions with managers

staff and stakeholders that will promote and drive the division's systemisation and resilience.

6. Monitor business improvement and systemisation initiative programmes across infrastructure to ensure delivery of programme is on track. Identify and highlight any issues in progress, investigate and establish the cause and provide advice enabling solutions to be found to bring the workstream back on track.

7. Be responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour in your work. Provide excellent service putting the customer at the heart of every aspect of the work.

8. Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council
Person Specification: Infrastructure Systems & Processes Development Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Level 3 Qualification or equivalent first level professional qualification
EXPERIENCE	• Experience of working in a similar public sector or corporate environment. • Experience of process modelling and running systemisation projects and programmes. • Demonstrable experience of partnership working within a public sector setting at different levels.
SKILLS AND ABILITIES	• Identifying, investigating, analysing and communicating business issues and opportunities, with an approach of thinking laterally and take a problem-solving approach • Developing business processes and defining and managing system requirements • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability • Stakeholder relationship management • Good IT skills in MS Office packages • Excellent interpersonal and communication skills both oral and written.
KNOWLEDGE	• Matters driving modern business design and an appreciation of the potential of systemisation, automation, data and information management. • Practical knowledge of procurement
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • We are **brave**. We do the right thing, we accept and offer challenge • We are **curious** to innovate and improve • We are **compassionate**, understanding and respectful to all • We are **strong together** by sharing knowledge • We are all **responsible** for the difference we make Our values enable us to build a culture that is: **Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile **Curious** - constantly learning and evolving

	Compassionate and Inclusive - compassionate, understanding and respectful to all **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making