Kent County Council
Job Description: Infrastructure Systems Development Lead

Directorate:	**Deputy Chief Executive's Department**
Unit/Section:	**Infrastructure**
Grade:	**KSH**
Responsible to:	**Business Assurance Manager**

Purpose of the Job:

Lead the implementation of programme of development and improvement of Infrastructure's business systems and systemisation across infrastructure. Consider where these can be assisted through technological interventions (including existing systems) and develop Infrastructure's ability to automate its processes and manage information, including systems for holding and analysing data, undertaking tasks and work, interfaces with contractor and partner systems etc.

Monitor and maintain these systems, contracts and KCC Technology support so that they remain up to date and aligned to Infrastructure's requirements and KCC's wider systems. Introduce capability into infrastructure's business through the use of specialist applications and devices (such as IOT and tech equipment) to both improve the performance of the directorate's functions and KCC's Estate.

Manage staff and monitor budgets as appropriate, and with your teamwork with external partners and providers to deliver and manage Infrastructure's systems matrix to ensure that it is optimised and used effectively and that the system technical performance and usage is measured and corrected through procurement, delivery of training needs etc.

Main duties and responsibilities:

1. Advise and support the Business Assurance Manager for all of Infrastructure's existing and future systems, devices, tools etc. and its future systems development/improvement roadmap. The post holder will include responsibility for delivering new systems to budget, quality assurance, business case deliverables, industry or KCC standard and agreed specification.

2. Maintain Infrastructure's business systems, working collaboratively with the Directorate's management team / service & business teams and external contractors, partners, IT Department to review existing business systems and identify opportunities to improve and develop to ensure capability and capacity are optimised to meet the business needs and enhance the delivery of services, customer experience and performance optimisation.

3. Collaborate with stakeholders across Infrastructure and outside the Directorate as required to understand requirements and where linking opportunities and integrating prospects may exist.

4. Lead the upgrade or provision/procurement of systems and software as required to specification through external providers and commissioned services, working with KCC's ICT Directorate and its service delivery partners. Explore and where appropriate and/or a business case identifies it as approved by the Head of Service, implement the use of new applications and hardware devices for staff or affixed to buildings. Work Collaboratively with KCC's ICT provider to prioritise service improvements and enhancements on business systems. Feed improvements and requirements from IMT and the Commissioning team into the ICT system.

5. Lead the provision and implementation of any new software systems supporting the smooth transfer of data/information to new systems and ensure that there is an implementation or transition plan that covers all aspects of delivery up to the handover and initial support.

6. Drive and maintain Infrastructure's systems and system quality towards an efficient, seamless suite of applications, devices and appropriate system linkages improving Infrastructure's systems capability and ensuring that systems are future proofed with the ability to integrate with other systems, artificial intelligence, Intelligent automation, diagnostic and performance measurement facility etc. Provide any technical support and advice as appropriate to ensure that all systems are operable.

7. Maintain the creation of system documentation including policies, procedures and user manuals across Infrastructure and ensure that they are properly maintained and up to date. Provide through your team, consultancies, providers and other such organisations to Infrastructure teams an ongoing programme of training, training materials and support to ensure that users on new and existing systems can use them effectively.

8. Manage a team of staff with their professional development, ensuring that they receive appropriate training and motivating them through day-to-day support and supervision.

9. Responsible for monitoring the budget allocated by the Business Assurance Manager for the development, improvement, introduction and maintenance of Infrastructure's business system and tools.

10. 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.

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 4 qualification or equivalent in a relevant subject area (e.g., IT, systems, project management)
EXPERIENCE	• Proven track record in the field of business systems management • Experience of IT driven property systems – including training, technical assistance and process mapping. • Experience of managing and working in a technical team to a high standard • Experience of partnership working within a public sector or other relevant settings at different levels. • Experience of leading a one team approach and taking an active role in encouraging the team members to establish positive relationships and work collaboratively across the wider service.
SKILLS AND ABILITIES	• Ability to influence a wide range of audiences and individuals. • Well-developed management skills • Excellent written and verbal communication skills and able to adapt the communication style to suit different audiences. • Ability to assimilate a range of strategic priorities into cohesive asset proposals shown graphically • Ability to solve complex problems and break new ground. • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability
KNOWLEDGE	• Knowledge of IT • Understanding of complex issues facing the public sector and the property challenges raised • Knowledge of relevant legislation, standards and best practice

	• Understanding of the key Public Sector functions
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 (If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)