

Kent County Council

Job Description: *System Development Coordinator*

Directorate:	Strategic and Corporate Services
Unit/Section:	Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Grade:	KR6
Responsible to:	Digital Lead (Digital Inclusion & Capabilities)

Purpose of the Job:

Coordinate the digital platform project relating to improving digital inclusion and digital capability. Liaise with colleagues within KCC to ensure that the introduction of the platform is delivered effectively. Champion and promote initiatives to encourage digital inclusion and digital capability, working with the Financial Hardship Task & Finish Group.

Main duties and responsibilities:

- Coordinate with KCC colleagues to identify digital inclusion and capability projects and schemes to publish on the digital platform, ensuring content is accurate and clear.
- Liaise with our digital supplier to make technical alterations to the digital platform, to ensure the platform operates as it is indented, ensuring the customer experience is maximised.
- Support the ongoing development and integration of the platform, providing training to colleagues and stakeholders on using the digital platform and ensuring that updates and changes are communicated effectively.
- Coordinate and update the content on the digital platform, ensuring that changes are published in a timely and accurate manner, to enable effective usage of the platform for the users.
- Act as the central point of contact for the digital platform, dealing with enquiries, received either by telephone or email, efficiently and consistently.
- Ensure effective communication with a range of people including external stakeholders, service users and their representatives.
- Develop, maintain and monitor all administration systems, including filing systems. Ensuring that systems are adapted to improve effectiveness in line with data protection, freedom of information protocols.

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

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Person Specification: *System Development Coordinator*

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	<ul style="list-style-type: none">• Educated to GCSE level, including English and Maths (or equivalent), both minimum of C / 5.
EXPERIENCE	<ul style="list-style-type: none">• Experience of using software packages to manage business process.• Have experience of supporting and training others.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Literacy, numeracy and computer skills.• Good interpersonal and communication skills.• Ability to organize and prioritise workload to achieve deadlines.• Coordination skills when developing the platform, arranging meetings and appointments and ability to take accurate notes of the meeting and take a proactive approach in tracking action points and correspondence.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of a range of IT systems, including Microsoft Office applications.• Knowledge of electronic filing systems.• Employees are expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures including data protection, equalities and diversity, safeguarding and health and safety in all aspects of working.

KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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