

Kent County Council

Job Description: Business Systems Manager

Directorate:	Growth, Environment and Transport
Unit/Section:	Highways & Transportation
Location:	Invicta House, Maidstone
Grade:	KR11
Responsible to:	Business Innovation and Technology Manager

Purpose of the Job:

Develop the future strategic direction for data and digital business systems across Highways and Transportation (H&T) and manage the delivery of effective business systems across the department.

Co-ordinate the data and systems work of the department in line with strategic objectives for ICT and act as the key contact for internal and external partners and suppliers to ensure performance and delivery of service improvements supporting the effective application of third-party systems (e.g., Brightly WAMS; Bouygues etc).

To ensure the timely and effective management and development of core specialist business applications, automation, data, and analytics requirements across the department.

Key Responsibilities:

1. Ensure that all business applications and data systems procured and held by H&T services meet all compliance, legislative, technical, and commissioning standards, with associated records held and reviewed as necessary.
2. Ensure business systems and IT meet the current and future needs of H&T.
3. Provide high level and detailed project support ensuring that all group-led projects are managed effectively using appropriate project management methodology.
4. Ensure reporting and data analysis/analytics helps managers and staff understand and improve the service they provide.
5. Work closely with the Business Manager and their team to investigate, analyse, implement, and improve systems used across H&T and help enhance stakeholders experiences.

6. Review performance and business data, draft business processes to develop the business case for change based on the analysis of data and business intelligence that supports operational and strategic decision making.
7. Ensure that all business applications and data systems procured and held by services meet all compliance, legislative, technical, and commissioning standards, with associated records held and reviewed as necessary
8. Lead business reviews and investigate and analyse business practices and IT systems to identify opportunities to improve service delivery and make suitable recommendations to the senior management team.
9. Project manage process transition of H&T teams and contractors utilising the H&T system (Brightly (WAMS)), to minimise disruption of service. Be the focal point for all business process aspects of the WAMS system including guidance documentation and support networks for H&T staff.
10. Work closely with ICT, software suppliers and H&T Managers, defining information requirements, drawing up project plans and ICT specifications and ensuring the development of appropriate systems and processes, to ensure effective outcomes in line with KCC commissioning policies
11. Be the focal point for the delivery of IT related projects for H&T and be the project link to Corporate ICT team.
12. Ensure full use is made of all corporate technology provision across the H&T department (e.g. Microsoft Power Platform; GIS) at all times.
13. Manage and develop a team as necessary to provide adequate centralised applications and systems support, data analysis and mapping capability

Direct Reports

KR10 Business Systems Officer
Business Systems Apprentice

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

Kent County Council

Person Specification: Business Systems Manager

The following outlines the Minimum criteria for this post. Applicants who have a disability and who meet the minimum criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

CRITERIA	
QUALIFICATIONS (if essential)	<ul style="list-style-type: none">• Degree or equivalent NVQ level 4 HND/HNC/BTEC Higher in Project Management, Business or ICT related activity
EXPERIENCE	<ul style="list-style-type: none">• Demonstrable experience in one or more related disciplines such as ICT systems, performance management, process mapping, data analysis, business planning, management or development, customer care.• Working with internal and external partners and suppliers• Proven skills in managing projects and a track record of delivery.• Experience of working with Senior Managers
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Good analytical skills with attention to detail• Excellent communication and influencing skills – written and oral• Experience of consulting internal and external stakeholders and applying learning to service improvement.• Able to work under pressure, be self-motivated and prioritise effectively.• Excellent ICT skills, including the manipulation of spreadsheets and databases.• Experience of managing people and project teams.• Experience of commissioning and managing external software providers.
KNOWLEDGE	<ul style="list-style-type: none">• Wide knowledge of large organisations including the political and strategic issues relating to business & digital systems and, data & performance management.• Understanding performance service level agreements, work/job order systems and business intelligence• Thorough understanding of the processes of local government and the principles of good project management• Good analytical and problem-solving skills.

BEHAVIOURS AND KENT VALUES	Kent Values: <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
Office Worker Definition: Flexible Office Worker but spending time across all key H&T offices	