

## Kent County Council

Job Description: *Business Systems Officer*

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section:</b>	<b>Highways &amp; Transportation</b>
<b>Location:</b>	<b>Invicta House, Maidstone</b>
<b>Grade:</b>	<b>KR10</b>
<b>Responsible to:</b>	<b>Business Systems Manager</b>

### **Purpose of the Job:**

To work as part of a team to deliver effective business systems across H&T and support third party access to a range of systems. Provide active systems support to enable process improvements across H&T and their partners. Support connections with internal/external ICT partners/suppliers to enhance performance and delivery of service improvements. Provide technology and systems development, data analysis and visualisation capability

### **Main duties and responsibilities:**

1. Work as part of a team to ensure business systems meet the current and future needs of H&T.
2. Advise on the day-to-day running of business applications across H&T. Work closely with users and managers to troubleshoot problems and ensure solutions are implemented. Work with partners and colleagues to identify appropriate system and process enhancements to improve the overall service.
3. Manage projects from concept through to delivery. Facilitate requirements gathering and manage procurement and commissioning processes including liaison, design, quantifying, and other relevant activities.
4. Lead meaningful and timely consultation on projects to ensure appropriate stakeholders 'buy in' to the development.
5. Promote the importance of accurate and consistent data collection and input by all application users, analysing the root cause of any problems, identifying the most effective solution to the problem and delivering required actions to enable service improvement

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6. Provide a first line of contact for system user issues and assess and prioritise these in line with business and service need and create and update guidance documentation for H&T systems.
7. Support the Business Systems Manager as required on appropriate projects and initiatives and attend conferences, workshops, and meetings as necessary.
8. Plan, deliver and monitor bespoke training for both technical and support staff across H&T to ensure the most effective use of corporate and group applications and systems.

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### Person Specification: *Business Systems Officer*

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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
<b>QUALIFICATIONS (if essential)</b>	<ul style="list-style-type: none"> <li>NVQ Level 4 or equivalent in relevant subject e.g., IT, Computer Science etc.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Working with internal and external partners and suppliers</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Significant relevant IT training or can demonstrate equivalent level of skill. (e.g., in Microsoft 365 applications)</li> <li>Ability to manage and prioritise complex workloads.</li> <li>Self-motivated and able to influence others to achieve best results with the minimum of supervision.</li> <li>Able to network and communicate effectively with a range of stakeholders (technical and non-technical) and identify opportunities for new projects and services.</li> <li>Able to innovate and deliver industry leading continuous improvement and transformation activity.</li> <li>Able to quickly learn new IT systems to expert level.</li> <li>Strong team-working skills and willing to support colleagues and contribute to collective problem solving and creative thinking.</li> <li>Able to identify and contribute to areas of service improvement</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>A detailed understanding of the use of various computer systems including Microsoft applications</li> <li>Knowledge of the Data Protection Act.</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are brave. We do the right thing, we accept and offer challenge</li> <li>We are curious to innovate and improve</li> <li>We are compassionate, understanding and respectful to all</li> <li>We are strong together by sharing knowledge</li> <li>We are all responsible for the difference we make</li> </ul> <p><b>Empowerment and Enterprise</b></p> <ul style="list-style-type: none"> <li>Have a 'can do' attitude, be positive, deal with things here and now</li> </ul> <p><b>People and Partnerships</b></p>

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	<ul style="list-style-type: none"> <li>▪ Be customer-focused</li> </ul> <p><b>Character and Courage</b></p> <ul style="list-style-type: none"> <li>▪ Work to find positive solutions, be creative</li> </ul> <p><b>Outcomes and Delivery</b></p> <ul style="list-style-type: none"> <li>▪ Be clear of what has got to be achieved, keep the end goal in mind</li> </ul>
Office Worker Definition: Flexible Office Worker but spending time across all key H&T offices	

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