

Job Profile

Job Title: Business Systems Manager - Quality Assurance & Practice Service
Job Grade: Level 5 Zone 2
Salary Range: £55,832 - £65,350

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Mosaic is an electronic social case record system and contains all the CSSW divisions business processes and client data. It is a key practice tool for the service and is centrally important to all aspects of work undertaken by social workers. It is used to control, monitor, and manage the safety and standard of social work practice; ensures legislative and statutory requirements are met and produces the performance data the service relies on. The system is used by all staff in the service and has a significant material business effect on the division's overall performance.

The Role

Camden's Children's Safeguarding and Social Work (CSSW) division provide high quality and effective services to the children, young people, and families of Camden. These services include but are not limited to Safeguarding, Children in Need, Child Protection, Children Looked After, Fostering and Adoption, Missing Children, Unaccompanied Asylum-Seeking Minors, Child Sexual Exploitation, and Disabled Children. With an 'Outstanding' Ofsted rating in April 2022, our children's services provide a "highly effective collegial response to contemporary social issues" and we aspire to further enhance our service provision. Digital and Data play a key role in enabling this.

As the Business Systems Manager you will be accountable for the delivery of complex technical solutions and services within children's social care that have high technical and political risk. You will manage dependencies of varying complexity, potentially planning and feeding into larger programmes and portfolios. You will work to remove blockers and manage risks, commercials, budgets and people, remove blockers and manage risks, commercials, budgets and people. You will have an in-depth knowledge of Agile and other methodologies. You will be responsible for understanding, managing and communicating to complex stakeholder groups, balancing priorities. You will support the Director of Children's services by overseeing the delivery of their technical vision for the division.

About You

Qualifications

- Educated to degree level or equivalent or has the relevant work experience.
- Project Management qualification (PRINCE2) or equivalent (MSP/ITIL) or equivalent relevant experience.
- Proficiency in stakeholder analysis and management, investigation techniques, business processes and system remodelling techniques (BPMN/UML).

Knowledge: You will apply your knowledge of Children's social work including relevant legislation and guidance including the 1989 Children Act, Working Together, Pan London protection procedures. You will understand local policy and procedure and working practice for children and families' social work. Extensive knowledge of children's social work

electronic case management systems including Mosaic. You will apply your knowledge of Performance assessment framework surrounding children's social work including external reporting requirements, data extraction, reconciliation, and testing processes to ensure accurate submission of information for CIN census, 903, Annex A

Agile and Lean practices: You will coach and lead the team in Agile and Lean practices. You will act as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team. You will create and tailor new ways of working, and constantly innovate.

Commercial management: You will act as the escalation point and resolve large or high-risk commercial management issues relating to technology solutions. You will coach others in appropriate commercial management.

Communicating between the technical and non-technical: You will mediate between people and mend relationships, communicating with key stakeholders at all levels across Children's social work. You will manage stakeholder expectations and moderate discussions about high risk and complexity, even within constrained timescales. You will speak on behalf of and represent Children's social care services from a technology perspective to large audiences inside and outside of government.

Financial management: You will influence and create complex budgets within Children's Social care. You will manage the budget you are given and make it work.

Life cycle perspective: You will successfully lead teams through the full life cycle of projects. You will identify which tools and techniques should be used at each stage and will develop sustainable support models. You will identify and deal with potential risks across or between all stages of technical project life cycles.

Maintaining delivery momentum: You will optimise the delivery flow of the team. You will actively address the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists. You will identify innovative ways to unblock issues.

Making a process work: You will identify and challenge processes within Children's social care of increasing complexity and those processes that are unnecessarily complicated. You will add value and advise the senior leadership to inspect and adapt processes. You will guide Children's services through the implementation of a new process or technology deployments.

Planning: You will lead a continual planning process in a very complex Children's Social Care environment. You will plan beyond product and the delivery. You will identify dependencies in plans across services and co-ordinate delivery. You will coach the team as the central point of expertise.

Strategic thinking: You will lead the design and implementation of strategy, directing the evaluation of strategies and policies to ensure business and technical requirements are being met within Children's Social Care.

Technical understanding: You will demonstrate a thorough understanding of the technical concepts required for the role and can explain how these fit into the wider technical landscape within the organisation. You will advise on social care Social Care Case Management and technology solutions (i.e., Mosaic, Portal, Health Integrations, Mobile Working). You will advise on database and application management (Oracle and/or SQL Server) and technical business intelligence tools / solutions (i.e., SAP BusinessObjects, SSRS, SQL Developer, Power BI).

Work Environment:

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square, and other locations within Camden as specified by the Director of Children's Social Services. Ability to travel within the borough and attend external meetings as required.

Direct Management Responsibilities

- Senior Business Systems Analyst x 2 FTE
- User Support & Training Officer x 1 FTE

Relationships:

The role is managed within the Quality Assurance & Practice Service, working closely with teams across children's social services on a day-to-day and will report to the Head of the Social Work Academy/Principal Social Worker

You will work closely with the Camden's Supporting People Data Team on an ongoing basis, to agree and ensure the design and use of business systems is effectively aligned with the modelling and interpretation of data.

You will be a point of contact for senior officers across children's services and act as a conduit by which their work may benefit from the technology capabilities across the organisation; whilst also ensuring that your support of the services is carried out in alignment with the organisation's wider technology strategy. You will ensure that the technology function maintains strong relationships with frontline teams, working together to co-create technical solutions to enable high performance and efficiency. You will proactively promote effective maintenance and use of technology across children's services, ensuring that business systems are readily accessible and providing guidance on its maintenance and use.

You will also be available to senior leadership as a business systems analyst expert, responding promptly and authoritatively to requests for analysis, providing challenge as a critical friend where necessary, and ensuring technology plays a part in strategic decision making.

Our children's services are delivered in partnership with organisation across the public sector voluntary and community sectors. In this context, you will lead on the establishment of effective information sharing systems that enable joined up partnership working; and will maintain strong relationships with Digital and Data professionals within these organisations to share information, insights, and best practice.

You will proactively participate as a leader in professional networks to share skills, thinking, and best practice in use of technology in children's services. This includes both the community of digital and data professionals across Camden and wider pan-London and national networks.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

This role is not politically Restricted.

Diversity and Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile Working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG