

Job Profile

Job Title: Business Systems Analyst – Quality Assurance & Practice Service
Job Grade: Level 5 Zone 1
Salary Range: £49,930 - £57,543

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.

You will design, test, implement and maintain integrated social care solutions that provide timely, robust, and useful data in a manner that drives high levels of performance and efficiency within operational teams. You will do this through a process of co-creation with the users, whilst also leveraging and innovating on best practice across the sector. You will ensure compliance with regulatory obligations. This includes supporting the timely completion of statutory returns and the ongoing maintenance of the business system Mosaic in alignment with the requirements of these returns. This also includes ensuring ongoing readiness for inspections and delivery against any technology and data-related requirements associated with those inspections. We are ambitious in our use of technology and data and strive to capitalise on opportunities presented using new technologies in the delivery of children's social services. This extends to the use of emerging technology solutions and data analytics tools as well as the delivery of innovative analytics that leverage data from a wide variety of sources to generate new insights and inform decision making.

You will be responsible for the provision of a comprehensive, high quality, professional and customer focussed case management support service to over 400 frontline social work practitioner users to ensure they progress correctly through the procedures and processes contained within the technical systems.

As a Business Systems Analyst in Camden, you will be an accomplished practitioner with business and technical expertise with a body of knowledge and experience in the skills, tools, and techniques that you are able to share with others and use to implement and oversee technology deployments that effectively supports us in delivering for the people of Camden. In this role you will manage community of technology related practice activities, own stakeholder relationships and develop best practices within Children's services.

About You

Qualifications

- Educated to degree level or equivalent (preferably in IT related) or has the relevant work experience
- Certified Business Analysis Professional (CBAP)
- 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 working: You will identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. You will help the Social Work Academy Service, working closely with teams across children's social services to decide the best approach and to manage and visualise outcomes, prioritise work and adhere to agreed minimum viable product (MVP), priorities and scope.

Business analysis: You will advise on the approach to identify, investigate, analyse and communicate complex business/ systems problems and opportunities relating to technology within children's social services or a programme of work. You will inform tactical decision making and help to define longer-term strategic plans. You will recommend the approach to options analysis, feasibility assessment and operations, and can quantify potential business benefits. You will ensure the proposed technical solution aligns with the children's social services goals and objectives, and business and user needs, and achieves the required outcomes and expected benefits.

Business modelling: You will lead on the modelling of processes, systems and data at varying levels of detail or complexity across children's social services. You will manage the effects of proposed changes.

Business process improvement: You will identify opportunities to improve business systems performance across children's social services. You will lead the analysis, identification, design, prioritisation and implementation of process and business changes to improve business operations and services. You will assess the feasibility of changes and recommend new approaches. You will support the implementation of proposed business improvements.

Business process testing: You will apply business analysis and evaluation skills with minimal direction to support the design, execution and assessment of business systems process tests and usability evaluations for all technology related work across children's social services.

Methods and tools: You will build capability in methods and tools, ensuring they are adopted consistently and used effectively.

Requirements definition and management: You will advise on the approach to requirements management within children's social services. You will define the most appropriate requirements management life cycle methods and ensure the requirement can be traced in the design, build, test, tender and evaluation phases. You will co-ordinate and review the prioritisation of requirements and engage in the negotiation of solutions to help meet children's social services and related programme(s) objectives.

Stakeholder relationship management: You will lead on communicating with stakeholders, clarifying needs and commitments through consultation and consideration of consequences while focusing on user and business needs within children's social services. You will develop or apply communication strategies to build relationships, using informal and formal channels to engage with stakeholders at all levels and resolving conflict where required.

Technical: You will apply your knowledge and experience of IT skills, inclusive but not limited to upgrading, troubleshooting, and implementing new technology solutions and exercise technical expertise around Software Design, Software Documentation, Software Development Process, Software Requirements, Analysing Information, Software Maintenance etc. You will produce and deliver design, specification, development, configuration, testing and implementing of business systems including system interfaces and bespoke enhancements, considering target environment, performance requirements and existing system setup to ensure successful implementations. You will provide

deliver the systems Helpdesk function and manage the resolution of complex system issues and errors, and escalation to the relevant suppliers and work with key suppliers to advocate the interests of the local authority in the development of implemented and future IT solutions. You will apply knowledge of The Access group (TAG's) Mosaic System with proven experience of the development of electronic forms, workflows, and system configuration. You will use your experience of using a variety of tools, scripting, and coding languages such as MS Excel, Power Bi JavaScript, SQL. You will also undertake ongoing monitoring and resolution of queries logged by users of the Children's social care case management system on the help desk system.

Testing: You will recommend the value of testing and apply the relevant tools and techniques to ensure test validity. You will advise on business scenarios and develop acceptance criteria to ensure requirements can be traced to develop functionality. You will review prototypes, test plans and test outcome reporting.

User experience analysis: You will advise on the approach to analysis, prioritisation and validation of social work user experience needs. You will recommend a range of techniques to analyse the user experience and ensure that it meets business and user needs across children's social services. You will articulate and communicate how user experience needs affect the design of a system in a project or programme of work.

Project management: You will apply your knowledge and experience of project management methodologies, including tools and techniques, adopting those most appropriate for initiatives such as the development of new business systems processes or delivery of new technical solutions. You will play a lead role in projects as a highly analytical specialist with business and technical expertise, collaborating with colleagues in a variety of roles to achieve objectives. You will also be required to deputise for the Business Systems Manager as and when requested. You will apply experience of manages resources in a project environment, including planning and estimating of resource requirements and their effective deployment, and supervising staff as required.

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 Childrens Social Services. Ability to travel within the borough and attend external meetings as required.

Direct Management Responsibilities

No formal line management responsibility. However, there will be an expectation that you oversee the work of the User Support and Training Officer in certain contexts and may be opportunities of informal management of other officers.

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 Business Systems Manager.

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 and statutory returns.

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