

## Job Profile: Business Analyst – Adult Social Care

This supplementary information for Business Analyst – Adult Social Care is for guidance and must be used in conjunction with the Job Capsule for family Social Care, Level 5 Zone 1

### Camden Way Category 4

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### Role Purpose:

The Business Analyst will lead, have strategic oversight of and co-ordinate activities to establish and ensure effective management of the Adult Social Care client database system (currently Mosaic). This includes being responsible for ensuring workflows and business processes are up to date, aligned with operational requirements and kept under review, to ensure they remain as lean and cost effective as possible. The roles primary functions will be to ensure that the systems:

- Offer an intuitive and easy to use interface for the end user. This will support improvements in recording and deliver an easy to interrogate social care record that supports best practice and enables best decision making by practitioners and managers
- Facilitate accurate recording and capturing of datasets to inform detailed reporting of social and national indicator sets, as well as management information that will inform business performance reporting.

A key element of the role is ensuring that data relating to customers is managed in the most efficient and secure manner. A critical dimension will be to work with operations, including social care staff working within other organisations under s75 agreements and other partners, to ensure that data is being correctly entered and maintained.

The role will hold a good working knowledge of wider systems and processes that interact with Mosaic, such as payment processes in the Council's corporate finance system, providing a source of expert advice at times of change and assisting the service to own and resolve issues.

Stakeholder management and collaborative working will be integral to this role – the post holder is expected to build productive relationships with staff at all levels within ASC, as well as with other key partners e.g. Camden and Islington Mental Health Trust or other s75 partner organisations, ICT, Finance, HR, Commissioning, external partners etc. in order to ensure that business process and workflows continue to meet and deliver to agreed priorities and requirements.

**Example outcomes or objectives that this role will deliver:**

- To be the lead responsible officer for ASC in relation to the development and on-going maintenance of the Mosaic system, ensuring the end to end workflows and related business processes are streamlined, fit for purpose and keep pace with the changing needs of the operational environment.
- To lead the expert user group to agree and deliver process and recording practice improvements.
- To maintain strategic oversight in order to preserve the overall integrity of the system and ensure it continues to meet ASC's strategic and operational objectives, as well as those of the Council as a whole.
- Provide advice and support at times of change on wider system and process interdependencies where those link to Mosaic, such as the Homecare Portal and Corporate Finance system.
- To improve the use of Mosaic by social workers who are working with Camden and Islington Mental Health Trust under Section 75 agreements, ensuring appropriate information is recorded.
- To improve business processes and workflows across Adult Social Care, ensuring that they are as lean and cost effective as possible and that they support related processes in the rest of the Council.
- To lead with the planning and implementation of any system changes, contributing to training plans, ensuring that changes are systematically communicated across ASC and that feedback loops are set up to monitor the impact on operational processes.
- To oversee upgrades and changes to the systems and servers related to mosaic, including organising user testing, and very occasional out of hours or weekend work, ensuring the changes impact positively, and mitigating any risks on business processes.
- To ensure that appropriate system controls (e.g. authorisations, access etc.) are in place and information governance protocols are strictly adhered to.
- To identify usability issues relating to the fit between social work practice and system build, and to feed this back into ongoing development of the system.
- To be an expert user / superuser on electronic business tools.
- To ensure regular liaison with Children's' Services appropriate leads to ensure joined up approaches to day to day management and maintenance of the system so that it continues to meet the needs of both services (given it is a shared IT solution).
- To be the senior expert user with detailed knowledge of the system, business processes and workflows in order to provide a high level of advice and guidance in relation to any proposals – this includes understanding in detail where data is collected from and drawn down in order to ensure accurate performance data reporting from the system.
- To ensure that activities support any processes around financial assessments, financial recording, fee increases by working with appropriate staff as necessary.
- Investigate and resolve queries involving the Mosaic system.
- Produce presentational material for routine and ad hoc reports.
- Manage delegated budget responsibilities in line with job role.
- Lead on procurement exercises as required, on behalf of the Head of Service, securing the best outcomes within the budgetary constraints and savings targets of the service.

### **People Management Responsibilities:**

Some people management responsibilities may be required at times for temporary resource (agency workers, officers assigned to projects etc.). Full management of these staff members may be required such as providing supervision, issuing instructions and directing work, performance management etc. Matrix management of colleagues in the council will also be required for various projects.

The role will be expected to provide short briefing and training sessions to staff at all levels.

The post holder will be required to deputise for Heads of Service within Adult Social Care on occasion.

### **Relationships:**

This post reports to the Head of Service Transformation & Performance in the Supporting People, Adult Social Care.

The post holder is expected to work closely with staff across the council as required. These relationships include (but are not restricted to):

- Chief officers and Senior managers in Supporting People Directorate and across the council
- Internal Council departments including (ICT, Commissioning, Resource Coordination Team, Mental Health, Strategy and Change (in particular those providing performance data), Children's Social Services and Public Health Analysts)
- External partners such as those in the mental health trust, voluntary sector and other partner organisations

### **Work Environment:**

The post holder is required to work flexibly across a range of locations as required by the work. The post holder may be required to work out of hours depending on the focus of their work.

The post holder will be required to respond to changes in demand and effectively manage conflicting priorities and deadlines.

### **Technical Knowledge and Experience:**

- A working knowledge of the Mosaic electronic social work case record system.
- Understanding of confidentiality issues and how this is observed and maintained.
- Be able to proactively develop, manage and use systems to improve the monitoring and control of client and financial information.
- Ability to research and analyse management and financial information and present complex data as simply and meaningfully as possible.
- Ability to create comprehensive, practical plans that meet business priorities.
- Significant knowledge and experiencing of using key IT packages, (Word, Excel, and social care databases).
- Significant experience as a Business Analyst.
- An in-depth understanding of the requirements of Adult Social Care legislation, national policy and information requirements including the transactional business of Adult Social Care.
- Experience of working across teams, departments and organisations, (including other local authorities), to promote common approaches.
- Experience of developing positive relationships with multiple stakeholders and of working with elected Members.
- Understanding of the role and functions of local government and the respective roles of officers and Members.
- Good understanding of equality and diversity issues.
- Demonstrable report writing skills.
- To work flexibly within a team and respond effectively to different demands and situations, managing own time effectively to meet deadlines.
- A business/financial or computing/IT qualification (desirable)

## **Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<https://www.camden.gov.uk/ccm/navigation/council-and-democracy/about-the-council/jobs-and-careers-in-camden/our-ways-of-working/>

**Structure Chart**

