**Job Profile Information: Systems Thinking Officer (Experienced)**

**This supplementary information for Systems Thinking Officer is for guidance and must be used in conjunction with the Job Capsule for**

**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:**

At Camden Council our vision is to make Camden a place where everyone has a chance to succeed, and nobody gets left behind. As a Systems Thinking Officer, you will need to think differently about everything that we do, design services focussing on citizens and continuously learn and improve. You will have a strong drive to bring about tangible system change for the people of Camden, and a strong track record of influencing and leading others, including those more senior than you.

The post holder will apply their strong understanding of systems thinking methodology to the Camden context. You will role model behaviour and proactively challenge thinking across the organisation to drive and embed change in the way we approach the design and management of work.

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

* Apply systems thinking methodology to the Camden context.
* Work with leaders to understand how the whole system is working (typically beyond the immediate area of intervention/focus) and shift the thinking and behaviour as well as the strategy to tackle these conditions.
* Use knowledge and data to challenge current assumptions and drive change within the system. Ensure that decisions regarding change are based on knowledge and data, and account for the impact of change across the whole system.
* Role model behaviour and proactively challenges thinking across the group to drive and embed change in the way we approach the design and management of work.
* Build positive relationships with a range of stakeholders including senior leaders to build support and influence thinking and decision making.
* Coach and support leaders through change, mentoring key stakeholders to ensure sustainable change in management and leadership.
* A self-starter who operates effectively without close supervision.

**People Management Responsibilities:**

This role does not involve line management, but will include coaching and mentoring colleagues.

**Relationships;**

The post holder will need to build strong relationships with a wide range of stakeholders relevant to the area(s) of focus, including:

* Chief Executive, Executive Directors, Directors, Heads of Service, Service managers and Front-facing Officers across the Council
* Residents, Councillors, local business people, voluntary/statutory organisations and other external agencies as required depending upon the focus of the work
* External suppliers of goods and services where their input is required
* Systems thinking officers and external networks

**Work Environment:**

Mainly office based, the post-holder will be required to work in an agile way in line with Camden’s flexible work environment.

**Technical Knowledge and Experience:**

* Significant experience of having applied systems thinking approaches to innovate and improve services for customers.
* *Desirable: Knowledge and experience of applying Vanguard method.*
* Significant experience of developing positive relationships with multiple stakeholders to build support and influence thinking and decision making.
* An ability to use data, evidence and research to inform activity, decision-making and challenge to the status quo as appropriate.
* Ability to interrogate detail and see how this links to the big picture.
* Excellent verbal, written and pictorial communication skills.
* An awareness of the organisation’s direction of travel and ambitions for the next 3-5 years, including an understanding of the political and economic environment the Council is operating within.
* Commitment to continuous learning.
* Effective judgement with the ability manage risk, strong IT and numeracy skills, including knowledge of Word, Excel and PowerPoint.
* Resilient and proactively takes the lead to deliver results, confidently dealing with complex issues and flexing style and approach for each audience.

**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://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>