

**JOB DESCRIPTION**

<b>Job Title:</b>	Business Systems Manager
<b>Responsible To:</b>	Head of Technology

<b>Service Area:</b>	Central Services IT
<b>Salary Scale:</b>	42-48

**JOB PURPOSE**

The Business Systems Manager is responsible for the overall management and development of the business systems that the Foundation relies on to operate effectively, ranging from our organisation-wide IT services used for Finance and HR through to focused specialist services tracking safeguarding issues and care management.

The post holder will need to combine knowledge of the Foundation's use of business systems, an awareness of industry developments and trends, and an understanding of how the Foundation's operational services function with strong analytical ability, problem solving skills and technical understanding to shape our use of business systems to support effective, efficient business practices and improve access to reporting.

Through effective communication, planning and leadership, the post holder will ultimately help the Foundation deliver quality, impactful, support and services to its beneficiaries by guiding the development of a successfully managed, well used and supported suite of IT business systems.

The IT Team's overall goal is to deliver an effective and secure working environment for Foundation staff and its beneficiaries, through proactive management, problem solving, effective and timely service delivery and a steady focus on service improvement.

The success of the post holder will be judged based on user satisfaction with IT business systems, effective management of the lifecycle of our business systems, steady progress in our efforts towards improved system interfacing and business intelligence, and the contribution towards general IT service and process improvement.

**MAIN DUTIES**

- Develop and maintain a strong understanding of the business systems that support Foundation activities – including their purpose, the Foundation services which use them and the business activities they support or enable. Own the development and delivery of a Business Systems Strategy in support of the Foundation's overall Technology Strategy.
- Develop a broad understanding of business operations across the Foundation and the ways IT services, both business systems and the broader use of technology, support these. Maintain an awareness of the developing best practice in the use of technology in the Education and Health & Social Care sectors, including guidance and requirements issued by the relevant regulators, using this knowledge to guide future plans.
- Own the management of business system lifecycles, working with IT/Finance colleagues and system owners to proactively manage supplier relationships, lead regular contract reviews, service renewals and, where appropriate, replacement projects. Produce reporting and maintain a roadmap for business system review and development to support forward planning and budgeting.
- Proactively seek to improve the use of business systems across the Foundation, including working with suppliers and key IT service partners to develop interfaces between systems to

improve business process efficiency and effectiveness.

- Oversee the development of improvements to data management and business intelligence, working with key IT service partners on appropriate data gathering, processing and reporting solutions.
- Work closely with professional partners and service providers, taking responsibility for contracts and agreements, particularly where they relate to business systems. Commission and oversee contractor activities and projects, and participate in supplier/contract reviews.
- Oversee and contribute to the production of IT and user-facing documentation (especially where it relates to business system management) and record keeping, ensuring it occurs in a timely and accurate manner.
- Ensure that Foundation policies related to access to data and files are implemented and help oversee the safe use of IT facilities.
- Identify, share and investigate opportunities for improvement, working with colleagues to identify and implement solutions to increase service quality.
- To always carry out their duties and responsibilities with due regard for the Foundation's Equal Opportunities, Financial, Health and Safety, IT and Quality Management Policies.
- Complete any mandatory and role-specific training and other professional development as required.
- To undertake any other reasonable duties at the discretion of the Head of Technology.
- Occasional working outside of normal working hours may be required.

## **ORGANISATIONAL STANDARDS**

### **Professional duties**

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive:

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

### **Discipline, Health and Safety:**

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

### **Equality and Diversity:**

- Promote equality of access to education, training and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

### **Safeguarding:**

- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

**Confidentiality:**

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

## SUMMARY OF KNOWLEDGE, SKILLS & EXPERIENCE

	<b>Essential</b>	<b>Desirable</b>	<b>Means of Assessment</b>
<b>Skills and Knowledge</b>	<p>Excellent communication, influencing and stakeholder management skills.</p> <p>Effective self-organisation and time management</p> <p>Awareness of IT security principles and data protection regulations, especially as relate to the management of data and the use of SAAS business solutions.</p> <p>A sound understanding of the concepts of solutions integration, RPA, data gathering approaches and modern business reporting.</p>	<p>Education/care sector specific IT systems and services (e.g. student, care, quality management systems)</p> <p>Budget management and financial planning.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Qualifications and Training</b>	<p>Formal non-technical qualifications in an area such as Project Management, Business Analysis, ITSM or Enterprise Architecture.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Experience</b>	<p>Overseeing the use and management of business systems, including experience managing suppliers, contracts and the service lifecycle.</p> <p>Planning and implementing business system integration.</p> <p>Supporting effective business intelligence through data gathering, processing and reporting.</p>	<p>Working in a charity, care or educational environment</p> <p>Contract negotiation and securing value for money.</p> <p>Effective leadership in a non-line management role.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Successfully delivering IT projects with an element of significant organisation change.</p> <p>Proactive development and improvement of a service or area of work, using data, experience and consultation to deliver a better, more efficient or effective process, outcome or experience.</p> <p>Producing clear, effective documentation and information for use by IT staff and users</p>		
<b>Personal Qualities</b>	<p>Methodical and organised, with an eye for detail</p> <p>Ability to solve problems and gather new skills and knowledge through effective investigation and research.</p> <p>Analytic and collaborative approach to problem solving. Systems thinking.</p> <p>Ability to work effectively in a team environment, sharing knowledge and skills and developing productive working relationships.</p> <p>Commitment to continuous personal development</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other/Special Requirements</b>	<p>Occasional working outside of normal working hours may be required.</p>		<p>Application Form</p>