**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Deputy Business Systems Manager | **Grade**:  PO6 |
| **Section:**  Business Systems Team  Assurance and Innovation | **Directorate:**  Adults Social Care and Public Health |
| **Responsible to following manager:**  Business Systems Manager | **Responsible for following staff:**  1x Senior Mosaic Support Analyst  1 x Mosaic Support Analyst |
| **Post Number/s:** | **Last review date:**  May 2025 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To have overall accountability for the Mosaic social care system on a day-to-day basis.

To lead and manage the implementation of all business processes and functions for Adult Social Care, translating business processes so they are reflected on Mosaic and other relevant Departmental IT systems. This includes cross organisational processes and systems with the NHS and other partners.

To ensure that all business and recording processes are user friendly, efficient, stream-lined, and produce required management information. To quality assurance the work of the team to ensure the system is designed in line with best practice standards.

To configure Mosaic to ensure integrity and security of the system in line with data protection and Caldicott principles and to provide advice and guidance to staff regarding the secure sharing of data, consent and GDPR.

To oversee the operational relationship with CIT, suppliers and partner organisation’s IT departments, ensuring the effective running of Mosaic and related systems and interfaces.

**Specific Duties and Responsibilities**

1. Working with stakeholders inside and outside the Council, including service users and carers, lead the mapping, implementation and review of business processes, data flows and procedures within the department and implement these on Mosaic and other relevant departmental systems. Provide specific steer and guidance to senior managers on best practice.
2. Steer and develop the Mosaic Support Analysts in best practice system design and translation of business processes into system configuration.
3. Provide options appraisals on system configuration to senior managers based on in depth knowledge of system functionality. Write use cases both for system configuration and to support third party suppliers in development of the system.
4. Lead and develop change control processes and procedures taking into account all stakeholder needs to ensure successful change management throughout its lifecycle. Manage the Departmental Change Board and contribute to departmental change programmes.
5. Lead the handover of configuration into Live environments with the CIT Application Co-ordinator, ensuring compliance with agreed procedures and quality assuring the outputs.
6. Lead the management upgrades for the authorities, working with CIT and the system supplier. Manage the acceptance testing and all other associated processes, alerting the Business Systems Manager to potential problems.
7. Represent the authority at external meetings and support the Business Systems Manager in servicing the Mosaic London User Group and other groups as required.
8. Manage the day-to-day relationship with ICT and external suppliers ensuring that the services provided meets contractual requirements and service level agreements, using appropriate escalation. Know when to escalate and when to deal with an issue.
9. Assist the Business Systems Manager in developing use cases, evaluating, implementing and testing systems to support Adult Social Care
10. Provide advice and guidance on the secure sharing of data and GDPR models of consent to all staff in the department. Draft, review and input to data protection impact assessment and information sharing agreements.
11. To ensure the configuration and set up of Mosaic meets Data Protection and Caldicott requirements.
12. To manage, motivate and develop staff, including coaching, recruitment, training, development and appropriate application of policies and codes of practice on staffing matters.
13. Manage interim teams to deliver projects as necessary.
14. To be fully conversant with, and keep abreast of changes to legislation, policy and procedures ensuring the system is developed to keep abreast of all changes.
15. To work in partnership with the Performance Manager to ensure the link between system development and reporting requirements, developing and maintaining data quality reports and monitoring compliance of all Mosaic business processes and training of staff in the running these reports.
16. To proactively identify data quality issues, proposing appropriate solutions (individual or systemic) and managing through to resolution.
17. To advise and support managers on relevant matters affecting the service, providing expert advice, support, training and information on all aspects of Mosaic to all users of the system. Manage a cycle of continuous improvement, utilising feedback from training and helpdesk into development.
18. Deputise for the Business Systems Manager as required.
19. To contribute as required to performance review and improvement measures on an ongoing basis, helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money function.
20. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
21. To contribute towards the development of good working relations and collaborative arrangements with relevant third-party organisations including NHS, suppliers, private, voluntary and other public organisations.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Team structure**



**Person Specification**

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| **Job Title:**  Deputy Business Systems Manager | **Grade**:  PO6 |
| **Section:**  Business Systems Team – Innovation and Assurance | **Directorate:**  Adults Social Care and Public Health |
| **Responsible to:**  Business Systems Manager | **Responsible for:**  1x Senior Mosaic Support Analyst  1 x Mosaic Support Analyst |
| **Post Number/s:** | **Last Review Date:**  May 2025 |

**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** | |
| **Knowledge** | **Essential** | **Desirable** | | **Assessed** | |
| 1. Understanding of policy and legislative changes affecting Social Services and the impact of these on business processes and ICT systems. | Y |  | | A,I | |
| 1. Working knowledge of social care systems both front and back end | Y |  | | A,I | |
| 1. Understanding of the principles and application of system security, controls and audit | Y |  | | A,I | |
| 1. Knowledge of GDPR and DPA principles | Y |  | | A | |
| **Experience** | **Essential** | **Desirable** | | **Assessed** | |
| 1. Experience of working in Health or Social Care |  | Y | | A | |
| 1. Significant experience in supporting and configuring health or social care systems | Y |  | | A,I | |
| 1. Of developing and mapping business processes and data flows translating these into workflows, systems development and operating systems control processes | Y |  | | A,I,T | |
| 1. Of analysing problems and identifying effective solutions in relation to the effective running of IT systems | Y |  | | A,I | |
| 1. Of managing staff to deliver to objectives and developing potential. |  | Y | | A,I | |
| 1. Of interpreting and providing advice related to GDPR, information sharing and consent. |  | Y | | A,I | |
| 1. Of implementing complex role-based permissions on systems | Y |  | | A,I | |
| **Skills** | **Essential** | **Desirable** | | **Assessed** | |
| 1. Project management and change management skills | Y | |  | | A,I,T | |
| 1. Delivering small/ medium scale projects to time and quality. | Y | |  | | A,I | |
| 1. Managing, developing and motivating staff |  | | Y | | A,I | |
| 1. Ability to write reports, prepare detailed presentations and give presentations to a range of internal and external audiences | Y | |  | | A,I,T | |
| 1. Ability to communicate effectively with staff at all levels in all organisations, simplifying complex issues to non-technical audiences. | Y | |  | | A,I,T | |
| 1. Fluent IT literacy in MS Office including project management and recording systems | Y | |  | | A,I | |
| 1. Ability to proactively schedule workload based on competing priorities ensuring deadlines are met with minimal oversight. | Y | |  | | A,I | |
| 1. Clear and accurate articulation of requirements, presented in use cases and other appropriate formats. | Y | |  | | A,I | |
| 1. Ability to understand customer’s needs and translate this into a business process which delivers an improved service to the customer | Y | |  | | A,I,T | |
| **Qualifications** | **Essential** | **Desirable** | | **Assessed** | |
| 1. Degree or equivalent level or relevant work experience | Y |  | | A | |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**