

Job Description

Job Title	Systems Control and Data Operational Manager
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	10
Competency Level	3
Salary	£56,673 - £62,580
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic with BPSS
Job Evaluation Ref No	A9649

Job Purpose

To ensure the effective maintenance, development, and continuous improvement of operational workflows for all functions within Transactional Services. This role oversees user-led systems testing, the delivery of integrated applications, and process enhancement initiatives aimed at optimising customer experience, service level performance, and operational efficiency. The postholder will also be responsible for the provision of performance analysis, ensuring the highest standards of service quality alongside timely completion of statutory returns

Directly Responsible For:

This role is directly responsible for the following posts

Senior User Testing & Configuration Officer x 1
Senior Performance Analyst & Statutory Reporting Officer x 1

The role is indirectly responsible for the following posts

User Testing & Configuration Officer x 4
Performance analyst x 4

Directly Responsible To:

Head of Transactional Services

Main Areas of Responsibility:

- To provide leadership and management of the Transactional Functions within the remit of the post ensuring compliance with legislation and relevant internal and external standards
- To be proactive in introducing system enhancements that support efficiencies within the whole of Transactional Services
- To maximise the efficiency of data extracted from the system for management reporting and Statutory Returns
- To support data requests to support Director of Transactional Service provide information to Corporate Directors and Elected Members
- Support the Head of Transactional Services in developing the service's annual operational plan, with specific responsibility for exploiting business solutions to improve operational performance and customer service
- Deputise for the Head of Transactional Services when required. This includes supporting operational and strategic management in all areas of the service.
- Provide significant input to the development and maintenance of policies and strategies

- Ensure effective security and financial controls are coordinated and monitored
- Support the Head of Transactional Services in the management of staffing budgets
- Have service responsibility for assisting ICT and the Commercial Procurement Team in the contractual management and negotiations of software suppliers
- To participate in the Service Management Team including appropriate responsibility for operational management duties such as general management duties
- To support Senior Officers and team leaders in the supervision and management of staff
- To oversee the analysis of software documentation, creation of test specifications and test scripts for software systems at a user level.
- To coordinate with ICT re associated infrastructure or desktop issues.
- To facilitate the coordination of user acceptance testing including leading associated risk, issue and fault management
- To oversee and ensure the validity of relevant system parameters including reference data (for example benefit rates, council tax, LCSS, routing rules, document templates)
- To lead the management of bulk processes including year-end and year start routines e.g. benefits uprating, annual billing and rollover
- To undertake the lead role for the Service in communicating and liaising with software suppliers regarding fault management and potential developments and enhancements
- To plan the implementation of software or configuration changes necessary to maintain legislative compliance, enhance workflows and otherwise maintain and improve the service
- Take steps to ensure expenditure is safeguarded and fraud is prevented and detected wherever possible. Work co-operatively with investigators, other staff and other organisations to safeguard public funds

- To contribute to the process of maintaining, developing and improving service delivery, and cost-effective services

To maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

To undertake other duties and responsibilities commensurate with the grade of the post and work within the council's commitment to equal opportunities and customer service

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget

- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- There will be long periods of sitting at a desk and using a Laptop

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 3

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or equivalent qualification/experience in the same area (A)

Desirable

- Evidence of Continual Professional Development
- Management Qualification
- Project Management Qualification
- Full IRRV Professional Qualification

Experience

Essential

- Significant knowledge of Revenues and Benefits of system administration specifically core processing systems (specifically NEC) (A/I)
- Experience of system administration and testing, and coordination of service-led year-end/year-start/roll over routines (A/I)
- Experience in delivering successful change and/or transformation (A/I)
- Experience of managing staff at a senior level, including performance and productivity monitoring and training (A/I)
- Experience of working with external organisations, including software suppliers (A/I)

- Experience of drafting reports/presentations for senior management committees, boards, steering groups etc (A/I)
- Experience of extracting performance data and responding to statutory returns (A/I)

Skills/Abilities

Essential

- Demonstrable experience of identifying opportunities to maximise performance, efficiency and effectiveness of the service (A/I)
- Ability to produce and present clear procedural guidelines (A/I)

Commitment

Essential

- Providing a quality service to meet customer needs

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) at the appropriate level



Desirable

- Availability to work flexibly including late nights and weekends
- Willingness to undertake training as and when required

