Job Description

ICT Support Manager

Job Details	
Grade	D
Department	ICT
Reporting to	Head of ICT

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.

- children and young people safe from harm.

Our Values:

ONE **T**EAM

ACCOUNTABILITY AND **R**ESPONSIBILITY

Q**U**ALITY AND INNOVATION

RELATION**S**HIPS

HIGH SUPPOR**T** HIGH CHALLENGE

Key Responsibilities

To lead and manage specialist ICT teams of ICT Support Analysts and ICT Support Officers to deliver high quality and effective ICT and information support ensuring strong customer focus, a consistent approach and responsive, responsible and efficient service.

Acting as a professional and specialist lead across multiple teams, to be responsible for consistent and standard ICT support. Facilitating a culture of continuous improvement so that ICT and related processes are maximised to support the best outcomes for Children Young People and Families.

To be responsible for building and maintaining multiple teams of ICT Support Analysts and ICT Support Officers to provide effective services ensuring they are well equipped to fulfil their roles through effective continuous professional development.

To lead the development and implementation of effective ICT support services defining and implementing measures to report, monitor and manage the service performance.

- To lead provision of ICT to support Trust wide agile working in terms of equipment, software, training, guidance and communications / messaging.

- To lead provision of key points of contact with sufficient experience and knowledge and understanding of the assigned Trust operational areas to provide appropriate ICT & information support and guidance or appropriate signposting to the correct support elsewhere.

- To develop and implement ongoing communication channels to all areas of the Trust for the purposes of ICT and Information support and management including GDPR.

- To lead implementation and ongoing development of a Trust wide triage and investigation service for social care system functionality and data issues, brokering decisions with key stakeholders on recommended resolutions and engaging specialist teams for additional support where there are systemic or wider system implications.

- To provide, lead and develop skilled resources to support the investigation and resolution of ICT system issues (non-social care system) raised by operational areas and escalate to key Trust wide stakeholders where necessary to achieve resolution.

- To actively work with key senior stakeholders to encourage Users to make use of existing BCC ICT support desk services for problem resolution where appropriate.

- To provide, lead and develop skilled resources to offer assistance to customers in the use of User software (currently office 365 including Teams) and signpost to suitable training where training is a requirement.

- To provide, lead and develop a Trust wide support, training (including induction) and guidance service for the use of social care systems, related business processes and Trust MIS ICT systems including comprehensive support in order to educate Users for future self-service use.

- To provide, lead and develop a Trust wide support, training (including induction) and guidance service for the use of, user devices, software and remote / homeworking and other specific related systems such as Office Message Encryption

- To actively work with key Trust senior stakeholders to continually encourage self-service use of ICT systems including supporting increased scope of the MIS Systems.

- To provide. lead and develop skilled resources to provide housekeeping support of social care system, data and MIS reporting through analysis and interpretation of reports and resolution of social care data and related issues and support specialist technical resources with systemic data problem resolution.

- To provide, lead and develop skilled resources to support the development of reports and resolution of social care data and related issues.

- To lead the ICT Support team effort and skilled resources with Trust wide operational areas and the reporting team to define reporting requirements and drive toward reports being progressively met directly from the MIS systems reducing the need for manual processing or distribution of the data.

- To provide, lead and develop skilled resources to provide reports, performance data, ad hoc analysis of specific reports and predictive reports pending their provision directly from the MIS systems

- To lead support for performance meetings with managers and staff through provision of supporting data and facilitation of meetings

- To lead co-ordination of provision, change, cease and recovery of ICT equipment, software and user access for new starters, movers and leavers including items such as access to work requests and shared drives. This also includes providing guidance on likely access and equipment required for new starters and keeping customers advised on lead times and expectations. To lead on escalations as required.

- To ensure supplier asset management & tracking is supported and provide Trust ICT Asset management.

- To lead complex ICT improvement initiatives, developments, processes, new services rollout such as device replacement including equipment, software and training as appropriate including leading progression of ICT projects through Trust and supplier provision processes.

- To lead support for requestors to define ICT project requests, manage necessary approvals and raise POs where required in-line with Trust approvals and policies. To lead and monitor tracking of related spend and management of invoice and goods receipt approvals.

- To provide skilled resources to provide ICT support for Trust events involving real time use of ICT

such as large-scale webinars, Teams events or conferences.
• To provide, lead and develop skilled resources for support, management and undertaking social care system specialist admin tasks such as data tidy up, record restriction approval and implementation and ending classifications.
• To provide skilled resources to support specialist governance meetings in terms of scheduling, preparation and documentation as required.
• Comply with relevant Trust policies and statutory regulations which include (but are not limited to), health and safety, data protection, GDPR, procurement.
• Accommodate relevant activities or duties commensurate with the nature and grade of the post.
• To provide effective leadership and management of staff to ensure effective performance and delivery of the service.
• Interact sensitively, professionally and maintain confidentiality when dealing with colleagues and customers

Key Information	
Is a Safeguarding Check needed?	• No
Will this position have Line Manager Responsibility?	• Yes

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview; P = Presentation; Q = Qualifications		
CRITERIA	**Method of Assessment (M.O.A)**	**ESSENTIAL**
Education / Qualifications	AF/Q	Educated to graduate degree level of qualification, or equivalent experience in a similar role.
Education / Qualifications	A/I	Demonstrable willingness to undertake continuous professional ICT and management development and active leading in and participation in team meetings, service planning, appraisals and supervision.

Education / Qualifications	A/I	Ability to develop own skills and standards through reflection, seeking feedback and actively working with manager to improve and stretch.
Experience	A/I	Experience of direct planning, managing and monitoring of ICT resources including recruiting, training and developing staff and allocating work to teams making best use of available skills and resources.
Experience	AF/I/E/P	Experience of successfully managing and implementing ICT services and ICT service improvements to agreed standards, including regular monitoring and evaluating progress against objectives, performance management of staff, compliance with organisational procedures and policies.
Experience	AF/I/E/P	Experience of setting up, managing and delivering ICT services and solutions along with related process improvement to achieve organisational goals.
Experience	AF/I	Experience of working with and having a strong understanding of a wide range of children's social care operational areas and their use of and challenges when using ICT.
Experience	AF/I/E/P	Experience of successfully using project methodologies, tools and techniques to scope and manage projects, including robust governance, monitoring and evaluation of progress against plan, understanding benefits realisation and ensuring effective risk, issue and dependency management,
Experience	AF/I/E/P	Strong skills in influencing, persuading and negotiating with a variety of stakeholders and

		across a wide range of disciplines to drive ICT and related process change.
Experience	AF/I	Experience of managing and monitoring budgets maximising the use of resources and delivering value for money and where applicable to generate income.
Experience	AF/I/E/P	Knowledge of performance management principles, setting standards of performance and monitoring and experience of working in a fast-moving environment
Experience	A/I	Knowledge of relevant legislation including Data Protection Act, FOI and Health and Safety, its implications for the Trust and its application in ICT terms. Includes an understanding of Children's Social Care Business.
Skill	AF/I/E/P	Ability to develop and maintain relationships with a wide variety of stakeholders and professionals and act as an enabler to provide high quality ICT support services
Skill	AF/I	Ability to undertake ICT, related business process and people change activities in line with the changing needs of the Trust and to collate and manipulate relevant data and performance information to evidence outcomes
Skill	AF/I	Proven skills in supervision, coaching, development of ICT staff and an ability to successfully lead ICT teams, dealing with employee relations issues and ensuring compliance with all relevant policies and procedures.
Skill	AF/I	Anticipate customers' future ICT

		needs and proactively identify opportunities to improve services to meet these requirements.
Skill	AF/I	The ability and experience to contribute to policy development within the ICT service/wider organisation
Skill	AF/I	Ability to work in a pressurised environment, using own initiative to manage competing priorities and deliver ICT Services within changing circumstances and priorities.
Skill	AF/I	Confidence in decision making within agreed level of autonomy to best support the aims of the Trust and the work of the senior managers.
Skill	AF/I/E/P	Effective ICT skills using Microsoft office standard packages, including outlook, excel, word, powerpoint and any other relevant or suitable programmes where necessary, such as Visio etc. to be effective and self-reliant in organisational skills.
Skill	AF/I	Ability to take ownership and be proactive in resolving ICT related and other issues
Skill	AF/I/E/P	Ability to communicate effectively orally and in writing to both technical ICT and non-technical teams and individuals, senior managers and other internal and external stakeholders as necessary and in order to relay key messages, promote effective engagement and support a positive and flexible reputation of ICT services.
Skill	AF/I	Demonstrable ability to work in a manner that is consistent with

		and promotes the values and behaviours of the Trust
Training	AF/I	A commitment to and record of on-going continuous professional development (CPD).
Other	AF/I	All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.