BSO Grade 6 (***)
Integrated Case Management System Project
Adults Transformation Team
Civic Centre 1 – (Currently working from home)

Brief introduction of team, project and environment

The Adults Transformation Team is a permanent team comprising of the Head of Adult Social Care Transformation, project managers and project officers. The team is responsible for several transformation projects for the adult's social care team.

The Integrated Case Management System Project, (ICMS), is a time limited project whose purpose is to not only replace the existing CareFirst system, but also to replace as many other IT systems and manual spreadsheets that can be accommodated by the new system. The contract is currently out to tender and it is expected that the contract will be awarded to the successful supplier in April/May 2021. The new system is timetabled to go live around June 2022.

There is a small project team supporting this work, along with subject matter experts from within the service and colleagues from other teams within the council. The normal office location is Civic Centre 1; however, the team is currently working from home.

A key requirement of the Business Support Officer is flexibility in the type of work carried out because this will change throughout the lifetime of the project. Some tasks are short and require initiative to complete, others will involve more detailed repetitive work.

We will shortly be carrying out live demonstrations of possible new systems by the suppliers which will require the ability to communicate with, and coordinate, internal evaluators and external supplier teams and assist with the management of the resources required to demonstrate an IT system remotely. Following this, and the award of the contract, an extended period of design work will take place, requiring liaison between internal and external teams and tracking of the information flow between them. Prior to commissioning there will be a requirement to assist with the organization of training for a large number of system users, which will be either classroom based or on-line.

Knowledge of all the usual Microsoft IT packages is essential, as is the ability to quickly learn how to input to bespoke databases. A good working knowledge of EXCEL and confidence to tackle complex data inputting tasks will be necessary throughout the lifetime of the project because a key element of work for the project will be tracking and correcting data within the existing system to make it ready to transfer smoothly to the new one and so we need to have systems in place to record this work. Consequently, working closely with the various workstreams, and the data integrity teams will be an important element of the BSO's work.

Although the job holder will respond directly to the project manager, a key contact will be the dedicated project officer with whom it will be necessary to work closely, and also the leads and members of a number of task and finish workstreams.