Job Description

Job Title: Systems Manager

Responsible To: Project Manager, CMS

Supervisory Responsibility: None

Overall Purpose of the Post: The overall purpose of this role in our IT is to manage the smooth deployment and ongoing operation of the new case management system. This involves assisting end-users with system usage, troubleshooting issues, providing training, and collaborating with technical teams to enhance system functionality. Ultimately, the role aims to optimise user experience and contribute to the overall success of the system.

***Sacro's Vision**:* *Scotland will be a place of safety, inclusiveness, and wellbeing for everyone.*

***Sacro's Mission**:* *To deliver life changing services that empower people, give hope and protection, and help to build safe communities.*

To help to fulfil Sacro's mission by:

Delivering excellent services and support to the people we work with, and to colleagues.

Duties and Responsibilities:

1. **System support**
   - Provide technical assistance and troubleshooting for users encountering issues with the case management system.
   - Conduct system maintenance tasks such as software updates, patches, and backups to ensure the system's reliability and security.
   - Collaborate with the IT department or external vendors to address more complex technical issues that require specialized expertise.
   - Customize and configure the system according to user requirements, such as creating new user accounts, setting access permissions, and configuring workflows.
   - Monitor system performance and identify areas for improvement or optimization to enhance efficiency and user experience.
   - Document system configurations, troubleshooting procedures, and best practices to create a knowledge base for future reference.

2. People support

- Ensure that training and user orientation sessions are delivered to new employees or users unfamiliar with the case management system, ensuring they understand how to effectively utilize its features.
- Offer ongoing support and guidance to users, answering questions, providing guidance on best practices, and assisting with navigating the system.
- Act as a liaison between users and system developers or administrators, conveying user feedback, suggestions, and issues to facilitate system improvements.
- Foster a positive and collaborative user community by organizing user forums, discussion groups, or training workshops to share knowledge and experiences.
- Proactively identify opportunities for user empowerment and skill development through additional training or resources tailored to specific user needs or challenges.
- Stay informed about updates, new features, and industry best practices related to case management systems, sharing relevant information with users to maximize their productivity and satisfaction.
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3. Quality, compliance and reporting

- To continually review the effectiveness of case management system using our outcomes framework and recommend any changes to senior managers.
- To continually ensure effective compliance of the case management system.
- Provide reports to the Project Manager.
- Support the organisation's performance management framework by providing quality data and reports.

4. Other

- Any other duties as required by the needs of the Project Team.
- Sacro is fully committed to the active promotion of equal opportunities in its capacity as an employer and in the provision of all its services both to those harmed by and those responsible for crime and to the community as a whole. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.
- All employees are required to be committed to Sacro's aims and objectives and to the promotion of equality, diversity, and inclusion.

- All staff are required to adhere to Sacro's Health & Safety Policy and to implement this in their working environment and practices.
- Teamwork is a vital aspect of Sacro's work and post holders are also expected to take an active part in meetings, as required and, where possible to cover for colleagues.

Outline of Main Terms and Conditions of Service

Salary:	SCP 35 – 38, £35,822 – £38,886
Leave Entitlement:	31 days annual leave plus 6 fixed public days.
Hours of Work:	37.5 hours per week.
Condition:	This role is mainly office based, however, some hybrid working is offered according to the needs of the service.
Work Base:	Edinburgh/hybrid. Sacro reserves the right to change office base location within reasonable parameters.
Travel:	There will be a requirement to work at other office locations as required.
Pension:	Sacro employees are automatically entered into the Sacro Group Personal Pension Scheme or membership of current scheme continues.
Notice:	8 weeks in writing.
Benefits:	• Policies and family friendly. • Generous annual leave entitlement. • Employee wellbeing scheme. • Pension scheme and death in service. • Learning and development, progression and qualifications. • Opportunity for growth and development. • Enhanced company sick pay. • Cycle to work scheme. • Flexible and hybrid working. • Work-life balance. • Employee discount scheme. • Additional annual leave day for birthday. • Scottish Social Services Council Fees paid (where applicable)

Person Specification

Criteria	Essential	Desirable
Qualifications		
Educated to Degree level or equivalent	X	
Appropriate vocational qualification		X
Qualification in Microsoft D365		X
Qualification in training		X
Experience		
Experience of working within IT projects or similar	X	
Experience of being involved or co-ordinating and leading training	X	
Experience collaborating with cross-functional teams to understand and address user requirements within systems	X	
Experience of working to strict deadlines	X	
Project management experience	X	
Experience of extracting data from Microsoft packages		X
Hands-on experience in administering, configuring, and customizing D365 to ensure data integrity, security, and compliance.		X
Skills & Knowledge		
Excellent IT skills, in particular Word and Microsoft Excel	X	
Ability to work under pressure and prioritise workload	X	
Excellent attention to detail and accuracy of work	X	
Exceptional communication skills, both verbal and written, honed through previous roles, enabling effective interaction with users at all levels of technical proficiency.	X	
Knowledge of Microsoft D365	X	
Attitude & Behaviours		
Positive Demeanour	X	
Flexible approach to work	X	
Working in accordance with our values	X	
Commitment to personal development	X	
Ability to work as a member of a team	X	