Job Description

Job title:	Systems Development Manager
Team:	IT
Reporting to:	Head of Information Technology
Hours:	35 hours per week (Monday – Friday)
Contract type:	Permanent
Direct reports:	One (BI Administrator)

Overall job purpose

To be primarily responsible for, and actively lead on, the development and maintenance of reporting technologies and system automations to extract maximum value from business information systems. To develop business intelligence and management information technologies and seek ways to maximise efficiencies through the use of system automations.

To ensure that the pension administration software functionality is maximised to bring efficiencies and improvements to the administration teams and wider stakeholders.

Main areas of responsibility

The key duties associated with this role will focus on the ongoing development of efficient processes, innovations and the creation of automations to enhance the functionality of the pensions administration platform, continually improving the level of service provided to stakeholders.

The delivery of management reports and statistics as required by the Senior Management team, Chief Executive and Management Committee, using a suite of applications and the management of larger automation and reporting projects.

The postholder will also be responsible for the implementation, testing and rollout of new pension administration software.

In addition, this role will have management responsibility for a Business Intelligence Administrator.

Key Contacts

Work with the Senior Management Team to determine and deliver on all management information and automation needs.

Liaise closely with the Pensions Software provider and other third party developers and Subject matter experts

What you will do / key activities

Post holders will be required to:

Systems Development and Business Intelligence

- Manage and maintain existing management information reports and automations using a range of technologies, on an ad hoc and scheduled (monthly/quarterly) basis.

- Develop management information reports and data dashboards on an ad hoc and scheduled basis, as required by management, with a focus on providing informative documentation to support decision making.

- Proactively seek new and efficient ways to extract information from existing software applications and use recognised data modelling techniques to identify trends and areas for improvement.

- Maximise efficiencies through the delivery of software systems and automations, workflow development and management. Identify improvements for service delivery and take the lead in the implementation of these, working with colleagues across the organisation.

- Liaise with and manage external third party developers and be responsible for contract management for external providers in your field.

- Work with external DBA's to ensure that database systems are highly available, and that any exposure to business intelligence systems is secure and configured to best practice.

- Provide training to staff on self service reporting technologies.

- Act as NILGOSC's representative at national user groups relating to pensions software.

Service delivery

- Provide a high level of service, guidance and support to internal and external stakeholders.

- Develop and maintain appropriate supporting documentation and guidance notes for all reporting systems and solutions. Ensure these are kept up to date and accurate.

- Maintain and manage the internal service desk, working to ITIL standards to track requests, problems and changes relating to system software development, reporting and automation.

Software testing and implementation

- Perform testing and implementation of updates to the Pensions Administration software, identifying and investigating issues with the software and overseeing the logging of faults with the supplier.

Project Implementation

- Assist with systems or software related implementation projects to include scoping, oversight of the project delivery and project plan, documentation of guides and procedures as appropriate, staff training and stakeholder communication.

- Take a management lead on any projects allocated to you and which fall under an IT Systems Development Remit.

Management and Supervision

- Take the lead on building out a small team, responsible for providing reporting, automation and business intelligence systems to the organisation, and ensure that sufficient documentation and cover is available from internal staff and third parties.

- Lead, motivate, support, develop and manage a direct report.

- Assist senior management in determining workload priorities and communicate those priorities and their expected completion times to others as required.

- Undertake the full range of line management responsibilities in respect of a direct report.

- Assist the Head of IT with business planning and budget monitoring work for your service area.

Additional/other duties

- Comply with internal procedures, make suggestions for improvements and identify and escalate problems.

- Take the lead on any relevant procurement activity. This will involve the identification of needs, participating on tender evaluation panels and on-going contract management.

- Assist in the recruitment of staff to NILGOSC and train staff as required.

- Deputise for senior staff when necessary, and to undertake any other duties as reasonably required by the Head of Information Technology including the interchange of duties to cover annual leave/other absences.

- Undertake responsibilities and process information/data in accordance with NILGOSC policies and procedures relating to information management (e.g., data protection, FOI and information security).

- Support NILGOSC's Equal Opportunity and Equality and Diversity policies and procedures; be sensitive to other people's abilities, backgrounds, values, customs and beliefs; and promote a positive working environment in NILGOSC.