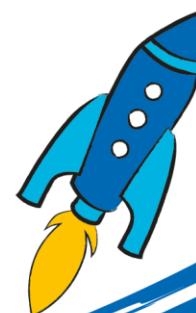


Business Systems Manager

Candidate Briefing Pack



Dear Candidate

Thank you for your interest in becoming a Business Systems Manager at The Children's Trust.

The Children's Trust is the UK's leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy, and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities, and complex health needs.

As a Business Systems Manager, you will report to the Director of Resources. Your role will play a key role in the development, implementation, and maintenance of The Children's Trust's business systems, including the Access suite of products and the IRAR incident reporting system. You will oversee the variety of day-to-day administrative systems functions, associated with the collection, retrieval, accessibility, and use of all business systems, whilst ensuring data integrity and security.

You will be a natural and enthusiastic leader, able to support a high performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

Miachael Maddick
Director of Resources

The Charity

The Children's Trust is the UK's leading charity for children with brain injury and neurodisability.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

- Rehabilitation for children with Acquired Brain Injury (ABI)
- A non-maintained special school, with associated residential houses for children with complex education, health, therapy, and care needs
- Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
- Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children's Trust's supporters, our 24-acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, a nature trail, and soft play areas.



We run a non-maintained special school for children with complex education, health, therapy, and care needs with associated residential houses. The Children's Trust School supports children and young people from 2 - 19 years old and is dual-registered with the Care Quality Commission (the school residential houses) and Ofsted Education.

The Children's Trust is a charitable organisation with approximately 750 committed staff and over 1,000 volunteers with a range of expertise across nursing and care, education, therapy, operations, and centralised support functions such as finance, HR, fundraising and communications. A number of these staff are based off site around the UK in our charity shops.

Job Description

Job Title	Business Systems Manager
Reports to	Director of Resources
Direct reports	Business Systems Officer
Location	Tadworth, Surrey
Salary	£50,000 per annum
Hours of Work	37.5hrs per week
DBS	Enhanced with Children's [& Adult's] Barred List

Job Purpose

The Business Systems Manager will play a key role in the development, implementation, and maintenance of The Children's Trust's business systems, including the Access suite of products and the IRAR incident reporting system.

You will oversee the variety of day-to-day administrative systems functions, associated with the collection, retrieval, accessibility, and use of all business systems, whilst ensuring data integrity and security.

You will work with business systems owners to determine requirements for maintenance of Access Systems and any systems changes and project manage development plans for existing systems.

Duties and Responsibilities

Implementation, Maintenance & Optimisation

- Act as a trusted, technical specialist for our business systems, by developing a comprehensive and rigorous knowledge-base of the software architecture, whilst overseeing its maintenance and ensuring the department (and by extension, the organisation) benefits from its full capabilities.
- Ensure that processes are automated (as far as reasonably practicable) and that business systems are fit for purpose, with technical requirements delivered in a timely manner.
- Ensure that technical and procedural processes are in place to guarantee data quality and integrity, by utilising single sources of truth and streamlining database queries.
- Develop and maintain an in-depth and up-to-date knowledge of both regulatory requirements and daily operational practices, to ensure effective, efficient, and compliant business systems.
- Manage and maintain day-to-day management of the business systems and the data held within them, working with the Business System Administrator and the system superusers.

- Act as the primary liaison between business system vendors and The Children's Trust; regularly liaising to ensure continued development (in order to meet organisational needs) and utilise/attend relevant user groups and forums, to remain up to date with system developments.
- Identify, develop, and implement any required staff training/coaching, through the delivery of training sessions/workshops and the production of any necessary training manuals/resources, to increase staff's technical skillset and ensure that they can support the required technologies.
- Proactively liaise and communicate with departments across the organisation, to ensure that constructive feedback is received, and information needs are met in a timely manner.
- Develop and review policies and procedures impacted by the implementation of any new system developments.
- Liaise with internal stakeholders and external vendors to ensure the requirements of the business system owners are being met.
- Raise issues on behalf of business system owners and users and work with external providers to ensure issues are resolved.

Data Security and Compliance

- Continuous evaluation of data security measures and controls, with ongoing improvements and Best Practise always employed.
- Periodically revise operational system procedures, to identify hidden risks or non-conformity issues.
- Assess product, compliance, and operational risks, subsequently developing necessary risk management strategies and Business Continuity Plans.
- Design and implement improvements in System communications, monitoring and/or enforcement of compliance standards.
- Work with System Superusers to conduct periodic, internal reviews and/or audits of data and where necessary, identify data/compliance issues, whilst providing advice and guidance to rectify issues and reduce likelihood of repeated mistakes.

Professionalism

- Adhere to the policies and procedures of The Children's Trust.
- Always maintain professional boundaries and professionalism.
- Always ensure strict confidentiality, only releasing information to those acting in an official capacity and with appropriate authority.

Management of self and others

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.

- Motivates self and others.

General

- To undertake other or additional duties that are within your skills and abilities, as the organisation may reasonably require from time to time.

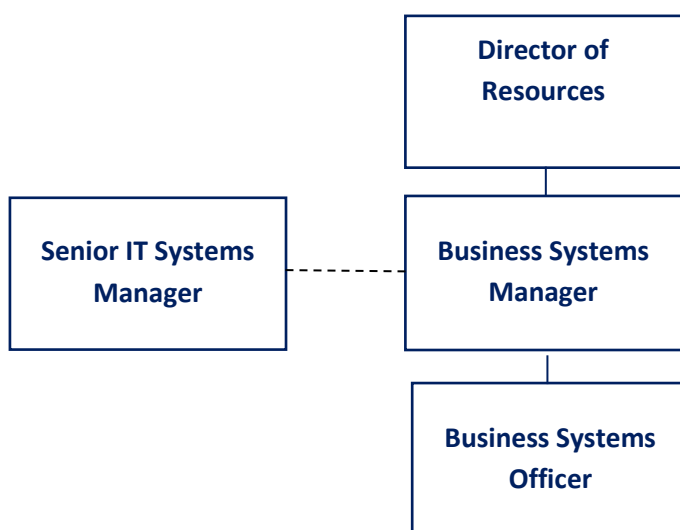
Health and Safety

- Adheres to all health and safety guidelines, including infection prevention and control.
- Provide evidence of a valid NHS Covid Pass or acceptable proof of Covid vaccination or medical exemption and all vaccinations (or medical exemption) required for the post.
- Adhere to manual handling procedures and complete mandatory manual handling training.
- Promotes the health and safety of others.
- Uses the incident reporting and risk assessment system (IRAR), to identify and report risks and incidents/actions if directed.
- Responsible for identifying and mitigating risk within the work environment.

Wellbeing and Emotional Resilience

- Maintains a positive approach and outlook when dealing with change and overcoming challenges and problems.
- Recognises own limitations, develops realistic goals, and uses support network resource when or if necessary.
- Treats challenges and problems as a learning experience.
- Remains organised and focused when under pressure.
- Responds appropriately and effectively to all constructive feedback.
- Motivates self and others.

Organisation and Structure



Person Specification

Selection Criteria:		Essential / Desirable
Education & Qualifications	<ul style="list-style-type: none"> Degree level qualification, or demonstrable professional experience 	Essential
Experience	<ul style="list-style-type: none"> Experience of business systems in a care environment. Experience of reporting to senior management. Significant, demonstrable experience within HR and/or finance compliance Knowledge and experience of relevant quality standards to support and develop the service. Experience of successfully managing quality assurance and/or change projects. Ability to manage implementation projects and knowledge of project management procedures. Experience of supporting and resolving complex technical application problems 	Essential
Skills & Abilities	<ul style="list-style-type: none"> One Methodical and diligent, with excellent attention to detail, planning abilities and perseverance to complete projects. Excellent interpersonal and communication skills at all levels, including the ability to produce effective documentation and to engage with technical and non-technical colleagues. A strong analytical/problem solving mind set, with the ability and willingness to get into the detail to find solutions. Ability to take the initiative, to build knowledge of systems and support business processes with a minimum of supervision. Ability to work as part of a team, to share knowledge with colleagues and to follow the direction of team managers. Ability to work under pressure, to meet deadlines and prioritise workload effectively. A commitment to creating cultures that embody positive change and continuous improvement. Demonstrable experience/maturity to manage confidential and sensitive information 	Essential
Personal Qualities	<ul style="list-style-type: none"> Commitment to the vision and values of The Children's Trust. Flexible and 'can do' attitude to competing commitments in workload. Highly motivated and reliable. Ability to cope working in a demanding environment. Commitment to maintaining personal wellbeing and the wellbeing of colleagues 	Essential Essential Essential Essential

The Children's Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforces.

The Children's Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks. Please refer to the People Team for further information.

Equity, Diversity & Inclusion

At The Children's Trust we recognise how important it is to have leadership that reflects the children, young people, and families that we support. We also recognise that staff, comprised of a range of skills, backgrounds and experiences will help us to better understand the needs of those we support, and how we can best represent their interests.

We, therefore, particularly welcome applications from disabled people, individuals from diverse ethnic backgrounds and those from other under-represented groups.

The Children's Trust is committed to achieving equity, diversity, and inclusion (EDI) across all levels of the organisation. For further information, see: <https://www.thechildrenstrust.org.uk/about/statement-equity-diversity-Inclusion>

Our Promises

Our Promises capture our strengths and aspirations. They guide the way we act, interact, and come together to achieve our goals. The journey we took to reach our Promises has been an important one. A highly collaborative and iterative process that has seen each word shaped by our people – our volunteers, employees, partners, trustees, and suppliers. Perhaps most importantly, at the core of this process are our children, young people, and their families. This journey has given us a critical opportunity to give children and young people a voice. As a result, our Promises have been genuinely enriched by them. That is because how we work and carry out our role is as important as what we do, and that's why as part of The Children's Trust, we all need to live by our five Promises.

