



Systems Implementation Officer– *Data and Systems Department*

Officer Grade

August 2026

Outline

The System Implementation Officer's role is designed to develop, maintain, and manage digital systems and processes across the organisation. Focused primarily on organisational systems and their integrations, this role works alongside the rest of the Data and Systems team, as well as closely with others across the organisation, to ensure that our digital systems and processes are aligned for usability, simplicity and efficiency. The interactions of these systems, both digitally and in the real world, underpin our ability to deliver high-quality organisation outcomes, meet our strategic goals, and fulfil our wider obligations in managing heritage.

The role will;

- Be focused on improving, understanding, and implementing positive change for our digital systems, in support of our organisational objectives and strategy
- Ensure our development cycles are focused, organised and understood
- Engage with staff and departments remotely and in person to ensure our digital system processes are understood, of high quality, and fit-for-purpose, improving accuracy and feed back into the development of our systems
- Be responsible for our capacity and ability to support systems, ensuring that documentation and training is up to date and deployed effectively

The role is concerned with the systems involved in running our organisation and the processes that record, analyse, interpret, report and archive the information we generate and require to do our work.

Context

This role sits within the Data and Systems Team, who ensure we manage data well and co-ordinate the systems that support it. It will report into the Head of Data and Systems and be part of a team with a strong technical focus.

This role is designed to ensure capability, capacity, and responsibility for the effective development, support, and maintenance of;

- Organisational Systems (e.g. People team, Finance systems)
- Business Systems (e.g. planning and resourcing, supporting commercial operations)
- 'Impact' Systems (e.g. Communications, Community Engagement)
- Archaeological Systems (e.g. the Recording system, specialist tools)
- File Storage Systems (e.g. Digital Asset Management, organisational documentation)

For systems that are either developed internally or sourced externally and supported by the Data and Systems team.

Working closely with the Data and Systems team and IT Technical Services, this role



ensures colleagues across archaeological operations and corporate functions have the tools they need to collect, manage and use data effectively.

This role will help spearhead new systems, as well as manage and improve the ones already existing in the organisation.

The Systems Implementation Officer role will evolve and adapt as we learn and get a better idea of how to best support and improve our system pipelines. Part of the role will be to drive this process of continual improvement.

Role Specification

The role will entail;

- Ensuring internal development sprints are administrated effectively
- Improving and maintaining a consistent, robust, and efficient systems toolkit for evaluation and approval of change
- Keeping stakeholders involved in development, and ensuring their needs are met
- Ensuring systems are being utilised correctly and in keeping with our organisational quality management processes
- Ensuring digital and non-digital processes are aligned with the current state of our systems and ensuring that changes are communicated and planned effectively
- Planning and supporting releases of new software or new versions of existing software
- Planning and providing training and information to users of our systems
- Assisting other members of the Data and Systems department in their work when required

Key responsibilities:

- Supporting changes to our Organisational Data Collection and Delivery Systems
- Supporting users in Accurate Data Generation and Conditional Data Access
- Ensuring our development sprints are focused, supported, and managed correctly
- Ensuring Systems are supported and supportable; with good-quality documentation, training, support workflows, and disaster recovery scenarios planned out and practiced
- Engaging with departments to understand shortfalls or missing areas of knowledge, and deploying the correct training or changes to support them
- An active and leading role in continual improvement of our systems and data
- The above responsibilities are achieved in a resilient and sustainable way that fits our organisational strategy and how we deliver services to customers

Supporting Changes to our Organisational Data Collection and Delivery Systems

As our organisation develops and grows, so must the systems that support the data we collect and how it is presented and processed. You will support the planning and delivery of improvements to data collection and reporting, ensuring the organisation has the systems and information it needs to succeed. This includes oversight of the systems for the collection, processing, and presentation of this data, and ensuring they meet our operational



and strategic needs, including developing changes where necessary, and supporting other colleagues in improvements being made.

Supporting Users in Accurate Data Generation and Conditional Data Access

As well as responding to queries and issues, this role involves working alongside users to help them get the most from the data collection and reporting systems available to them. This includes providing training remotely, or in person where required, and using creativity and leadership to identify the best solution for each situation. Where necessary, you'll help define how data can be used and shared, working with the Head of Data and Systems and stakeholders to apply access controls that protect confidential information while enabling access to relevant insights.

You will develop materials to help others understand and use organisational systems effectively, such as release notes, FAQs and guides, based on your understanding of the system and common mistakes and misconceptions. You will encourage and help users with similar needs to come together to support each other in communities of practice.

You will work closely with stakeholders, and alongside your colleagues in the Data and Systems and IT teams to achieve this, ensuring a standardised approach is adopted across the organisation.

Ensuring our Development Sprints are focused, supported, and managed correctly

A key responsibility for this role is ensuring that our development internally is tight, focused, and prioritises key organisational needs. Staff engaging in sprints must also be supported with the tools and information they need to focus on development as much as possible.

By working alongside the rest of the Data and System team, as well as other stakeholders as necessary, you will be lead our development sprints, ensuring that items most critical to the organisation are prioritised and meet practical considerations. The releases we build for internal software, and the items we develop for third-party solutions which address organisational needs, must be monitored after release, and packaged correctly.

Ensuring Systems are Supported and Supportable

It is vital that as systems become essential to the organisation, the digital and interpersonal infrastructure and environment they exist in must be able to weather any problems that come their way. A key element of this role will be ensuring that we have the documentation in place to support systems in case of any issues, and that redundancy of knowledge is in place, reducing siloing of information and ensuring that issues can be dealt with effectively. Working alongside colleagues in IT, recovery and protection of our systems will be planned and practiced alongside our organisational Disaster Recovery plan, and this role will be a key member of the DR team.

Understanding and Correcting Shortfalls of Knowledge

Systems are only as effective as the people and processes that support their use. Alongside supporting our system users in the generation of data, the role will provide a level of training to assist where knowledge gaps exist. You will help users understand end-to-end how the systems affect areas of the organisation and pass that knowledge on. Working specifically with the Archaeological and Organisation Data Officers, this role will supplement and complement training delivery, including managing access to resources and documentation.

Be engaged with Continual Improvement of our Systems and Processes



You will develop, organise, and continually improve the way we support the organisation and improve how it engages with its data, and you will coordinate and be responsible for the activity that carries this out, alongside the Head of Data and Systems and other colleagues in the Data and Systems team.

Person Specification

Essential skills and experience

- Skills in communicating, gathering, interpreting and presenting user needs, and working with non-technical colleagues on technical solutions
- Experience with ETL tools
- Experience with cloud content management systems
- 2+ years' experience working within project management, BA/BI, development, or a similar applicable role

Desirable skills and experience

- Experience in and around a development environment, leading sprints
- Microsoft SQL
- Microsoft Fabric (Power BI/PowerQuery/ETL tools etc.)
- Understanding of API's and middleware solutions to interface between systems
- Experience in the Construction or Archaeological sectors
- Knowledge of DevOps, ITIL

Behavioural competencies

- Excellent communicator, with ability to discuss and present to differing stakeholders
- Problem solver, with a track record of taking independent initiative
- Being able to shepherd issues or projects through to completion when dealing with multiple stakeholders and potential blockers to completion
- Organised and confident, able to lead meetings with multiple key stakeholders and ensure a positive outcome
- Ability to work effectively in a multi-disciplinary team, and share information effectively and clearly with all stakeholders
- Able to adapt to changing workloads and priorities when required