

APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Business Support & Information Officer

Vacancy ID: 007075

Salary: £21,057 - £22,434 Annually

Closing Date: 22/01/2017

Benefits & Grade

Grade H

Contract Details

Fixed Term for 1 year from commencement

Contract Hours

37 hours per week

Interview Date

01/02/2017

Job Description

The Business Support and Information Service provides a range of dedicated systems development and information management support functions across the Council, including the Directorate of Children's Services.

We are seeking to recruit a Business Support and Information Officer to work within our existing team, working on the Capita ONE system, Schools and Pupil data and other related Education support systems and data. As the successful candidate you will work with fellow Officers and Senior Officers on the support of our systems and ensuring they are fit for purpose for our colleagues working in Education support.

Education to A level or equivalent in an appropriate discipline or with a substantial level of appropriate experience, the ideal candidate will have experience in Education, Early Years and Complex Needs, the Capita ONE and eStart systems. Knowledge of the requirements for system administration and knowledge of Crystal or Visual Studio reporting would also be an advantage.

For detailed information on this role, please refer to the Job Description and Person Specification.

For a further informal discussion, please contact Helen Ruddick, Business Support & Information Manager, on 01642 526409.

An online application form and further information is available from www.stockton.gov.uk/job-vacancies/. Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

**FINANCE AND BUSINESS SUPPORT
JOB DESCRIPTION**

Post Title: Business Support & Information Officer
Post Ref: C20815
Grade: H
Responsible to: Senior Business Support & Information Officer / Business Support & Information Manager

Job Purpose:

To assist the Assistant Director and Service Manager – Business Support & Information in the delivery and support of high quality services across the Service through the development and implementation of effective performance, ICT and information management systems.

Main Duties and Responsibilities:

1. To assist in specific project work and initiatives related to the development of services within Business Support as directed by Service Manager.
2. To assist in the preparation of management information and performance reports, identifying trends and areas of under/over performance for management, select committees and governmental bodies as required.
3. To participate in the review, analysis and development of the Service Groups ICT systems and data quality processes, using appropriate tools and techniques to ensure that accurate management and performance information is available.
4. To assist in the effective, efficient and accurate collection, collation and dissemination of all required statistical returns and user surveys.
5. To support and maintain the Service Groups ICT systems; through the provision of a comprehensive service desk facility, liaising with end users and resolving calls within agreed timescales.
6. To deliver end user training courses relating to ICT systems in use across Operational Services; including the production of end user guides and related training materials.
7. To assist in the implementation of systems upgrades, migrations and enhancements to ICT systems through the use of recognised project management methodologies; including the evaluation and testing of the benefits of new technology in front line services.
8. To produce regular data exception reports to control and improve accuracy and to support operational staff in completing information.
9. To undertake data quality audits and to assist in the evaluation of these and make recommendations for improvements.
10. Provide an effective information service to colleagues within CESC, other Service Groupings, Schools, Partner organisations and the public through routine and ad-hoc reports as required.

11. To assist in facilitating the use of quality assurance processes, including Customer Service Excellence, ISO 9000, etc.
12. To liaise with colleagues across the Council and other partner agencies, including external suppliers and to represent the Service at work groups, meetings and forums as required.
13. To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.
14. To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to undertake the duties and responsibilities of the post.
15. To undertake such other duties and responsibilities commensurate with the grading and nature of the post.
16. To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

FINANCE AND BUSINESS SUPPORT PERSON SPECIFICATION

Post Title: Business Support & Information Officer
Post Ref: C20815

Qualifications	
Essential: <ul style="list-style-type: none"> Education to A level, or equivalent level, in an appropriate discipline <p>(A proven substantial level of experience and knowledge in this area of work may be deemed an equivalent level of qualification).</p>	Desirable: <ul style="list-style-type: none"> A relevant Management / ICT / Project Management qualification.
Experience and Knowledge	
Essential: <ul style="list-style-type: none"> Supporting the development of systems and processes to improve information management. Experience of IT, including suite of Microsoft office products, and other relevant applications and databases. Experience of involvement in project planning and delivery. Knowledge of systems for ensuring data is robust and consistent. 	Desirable: <ul style="list-style-type: none"> An understanding of the Council's core values and objectives. Some understanding of functional areas within the service grouping. Knowledge and experience of information governance and data security issues.
Skills and Abilities	
Essential: <ul style="list-style-type: none"> Establishing and maintaining productive relationships with staff at all levels. Assisting in the preparation of reports for senior managers, members, government bodies and other agencies Interpreting a range of information to provide balanced and objective views and comments. Well developed communication skills both oral and written. Well developed organisational skills Numeracy skills to a high standard. Production of work to a high standard of accuracy, whilst working to tight timescales. 	Desirable: <ul style="list-style-type: none"> Understanding of project management techniques.

Personal Qualities	
Essential: <ul style="list-style-type: none">• Team player.• High degree of commitment towards customer service.• High personal standards and self-discipline.• Strong commitment to public service.• Demonstrates flexibility and resilience.	Desirable: <ul style="list-style-type: none">• Willing to occasionally work irregular hours.

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.