

## **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](mailto: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.

## **Officer (Systems)**

**Vacancy ID: 009672**

Salary: £21,693 - £23,111 Annually

Closing Date: 27-01-19

### **Benefits & Grade**

Grade H

### **Contract Details**

1 x Permanent

1 x Temporary until 31 March 2020

### **Contract Hours**

37 hours per week

### **Job Description**

#### **Do you want to work in a busy Systems Team?**

As a high performing Local Authority we are constantly improving and as part of the improvement process we are looking to recruit officers to work in our Systems team during an exciting period of change.

We are pleased to offer an opportunity to join a developing team who provide a dedicated systems development and support service to the Adults and Health and Children's Services Directorates.

We are seeking to recruit two Systems Officers, one permanent and one temporary, to work within our existing team supporting and developing the use of systems. You will be working and leading on different sized projects alongside experienced team members supporting system users and other team members in the day to day work.

You will be a multi-skilled technical all-rounder having a good knowledge of ICT, with an ability to analyse systems and problems to ensure that we make best use of the systems we support through maximising all of the technical functionality within.

You will work as part of a team, on your own and directly with service users in operational teams so good communication skills are essential.

Knowledge of the systems we use such as Liquid Logic, CareWorks, Capita One or similar systems will be an advantage but not essential.

We also offer a range of employee benefits including:

- Flexible working hours
- Additional annual leave purchase scheme
- Childcare voucher scheme to automatically save on tax and National Insurance
- Free Tees Active Leisure Card giving discounts on leisure activities
- Bus and train discounts
- Car lease scheme
- Cycle to work scheme


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

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For further information please contact Martin Ansell on 01642 526503, Michael Readman on 01642 524806 or Malcolm Stephenson on 01642 526353.

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

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>JOB DESCRIPTION</b>
<b>Directorate:</b>  <b>Finance and Business Services</b>	<b>Service Area:</b>  <b>Information and Improvement Services</b>
<b>JOB TITLE: Officer (Systems)</b>	
<b>GRADE: H</b>	
<b>REPORTING TO: Manager (Systems)</b>	
<b>1. JOB SUMMARY:</b>  Assist with system implementation, development and maintenance for Adults' Services and Children's Services.  Support the development and implementation of a continuous improvement culture across the Council.  Contribute to the delivery of the Smarter Working in Stockton programme.  Deputise for the Manager as required.	
<b>2. MAIN RESPONSIBILITIES AND REQUIREMENTS:</b>	
1.	For Adults' Services and Children's Services, assist with: <ul style="list-style-type: none"> <li>the development of a medium term system development programme to support the delivery of service objectives</li> <li>system implementation, changes and enhancements to support service improvement</li> <li>day to day system maintenance and support including user support helpdesk, problem resolution and training</li> <li>the improvement of data capture, collection and input</li> <li>the liaison with hardware and software suppliers and the co-ordination and negotiation of contracts</li> </ul>
2.	Support the development and implementation of a continuous improvement culture across the Council.
3.	Contribute to the delivery of the Smarter Working in Stockton programme.
4.	Contribute to the achievement of service and financial objectives.
5.	Liaise with all appropriate officers of the Council on any of the above matters.
6.	Support and promote the development and improvement of the Finance and Business Services Directorate and the Council and promote strong and effective employee engagement.

7.	Ensure a culture of co-operation and effective joint working is maintained and ensure the service is customer focussed.
8.	Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
9.	Deputise for the Manager as required.

### 3. GENERAL:

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required 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.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

## PERSON SPECIFICATION

Job Title/Grade	<b>Officer (Systems) / H</b>
Directorate / Service Area	<b>Finance and Business Services / Information and Improvement Services</b>
Post Ref:	34115

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>Educated to NQF level 4 or equivalent in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work related experience.</li> </ul>	<ul style="list-style-type: none"> <li>Graduate level qualification</li> <li>Demonstration of continuous professional development</li> </ul>	Application form
Experience	Substantial and demonstrable experience of:- <ul style="list-style-type: none"> <li>Maintaining and developing significant business systems.</li> <li>Delivering programmes, projects to successful completion including significant business system implementations.</li> <li>Implementing improvements to services and demonstrating outcomes.</li> </ul>		Application / Interview
Knowledge & Skills	<ul style="list-style-type: none"> <li>Communicate effectively with a range of stakeholders</li> <li>Work in partnership across Directorates</li> <li>Develop and implement service policies and practices within a political environment</li> <li>Participate in the delivery of programmes and projects within a structured framework or methodology including the evaluation of success</li> <li>Capture, interrogate, analyse and interpret data and information from a range of sources and use it effectively to inform service priorities and improvements</li> </ul>		Application / Interview

	<ul style="list-style-type: none"> <li>• An understanding of political awareness</li> <li>• Knowledge of business-related activities</li> <li>• Familiarity with, and ability to adapt to, information technology requirements.</li> </ul>		
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>• Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>• Creativity and innovation</li> <li>• Customer focus</li> <li>• Personal effectiveness</li> <li>• Confidence to implement solutions and to challenge traditional thinking</li> <li>• High personal standards of self-discipline in working to deadlines</li> <li>• Highly motivated, not easily discouraged</li> </ul>		Application / Interview

## **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.