

Northumberland County Council

JOB DESCRIPTION

Post Title:	Systems Support Officer	Directorate:	Children's Services	Office Use
Band:	4	Workplace:	County Hall	JE ref: 2162
Responsible to:	Information Sharing & Development Manager	Date:	31/05/2011	HRMS ref:
Manager Level:	N/A			
Job Purpose:	To be part of a team providing support in the effective use of social care information systems supporting child care professionals and administrative staff. This will involve assisting the Information Sharing & Development Manager in developing and extending the scope of social care systems including identifying, implementing and maintaining their efficient and effective use.			
Resources	Staff			
	Finance			
	Physical	Careful use of PC. Shared responsibility for office equipment. Handling and processing significant bodies of corporate data.		
	Clients	FACT team staff i.e. Admin, Social Workers, and Team Managers. Other external professionals involved in caring for/working with children i.e. Health Visitors, Parent Support Partners, Family Support and Outreach Workers, etc.		
Duties and key result areas:				
<div>1. To provide a high level of support to frontline social workers, admin staff and their managers regarding their effective use of information recording systems and in particular the complex Integrated Children's System (ICS) whilst adhering to current Children's Services procedures and legislation.</div> <div>2. To ensure that the implementation of the ICS by Northumberland Children's Services remains compliant with local procedures and national legislation at all times and to ensure that the implications of any new policies and procedures are identified and implemented effectively.</div> <div>3. Develop, implement and maintain management information systems that support the aims of the service including the ICS Helpdesk database, CAF database, JIRA and any others as identified/directed.</div> <div>4. To provide a regular 'floorwalking' support and advice service to a variety of local teams throughout the county.</div> <div>5. To work independently and flexibly to ensure the effective use of ICS, maintaining the usability and integrity of the system and including advising regarding enhancements to the system as necessary. To respond swiftly where difficulties arise, investigating and resolving any system issues and liaising with Northumberland's Computer Services and/or the product supplier where such issues cannot be resolved locally.</div> <div>6. To ensure a high quality of client information through analysis, the issuing and monitoring of standard validation reports and providing support and feedback to users as appropriate.</div> <div>7. To provide accurate reports on data quality for Team Managers and Heads of Service.</div> <div>8. To support and develop Expert Users ensuring they are kept up to date with system changes/new procedures offering training/coaching as necessary.</div> <div>9. To identify training needs and where appropriate work independently or as part of a team to plan, develop and deliver training sessions to a wide range of users both on an individual and also structured classroom basis.</div> <div>10. To provide a continuous training programme including specific targeted training as necessary, along with the development and delivery of other training materials as required including e-learning modules.</div> <div>11. To identify enhancements to all systems maintained by the Information Sharing & Development Team and to implement such enhancements both locally and centrally.</div>				

12. To be responsible for the development, evaluation and testing of new software releases specifically within ICS and all other systems maintained by the Information Sharing & Development Team as necessary. To provide comprehensive documentation and training materials to support upgrades, ensuring that all systems are up to date and comply with current procedural and legislative requirements.
13. To be responsible for establishing and maintaining computer security arrangements which comply with the Data Protection Act and relevant Information Governance Policies.
14. To contribute to the improved efficiency of frontline services by improving ICS workflow and investigating the benefits of implementing, as appropriate, other systems (such as Paperless Office/flexible working solutions). This will involve working with stakeholders in identifying and implementing improvements to business processes.
15. To undertake and manage individual projects as directed by the Information Sharing & Development Manager and delivering agreed outcomes to local stakeholders within agreed deadlines.
16. To provide as part of a team, daily Helpdesk support to users of ICS and other computer systems such as CAF including identifying, analysing and resolving any issues (including non-routine and contentious issues) that arise as well as maintaining an effective database of such issues to provide information to management.
17. To identify areas for development within ICS in order to ensure the most effective use by frontline staff. To use appropriate software to develop additional forms and processes as necessary.
18. To work flexibly, independently and with initiative and without direct supervision in a variety of settings, providing a high level of support, motivation, advice/assistance to frontline staff in order to maintain and develop their use of ICS.
19. Prepare materials for and attend national and local user groups and conferences/workshops to report on local issues and resolutions and to provide feedback and recommendations to the Information Sharing & Development Manager.
20. To carry out system administration tasks including maintaining system user details and locally configured systems details.
21. To meet the countywide travel arrangements as required by the post. This post is based centrally at County Hall, however there is a need on a regular and frequent basis to travel to other service locations to train staff and offer direct support.
22. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

Work Arrangements

Transport requirements:	Based at County Hall. Need to travel to other locations to train and support staff, etc.
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.

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PERSON SPECIFICATION

Post Title: System Support Officer		Directorate: Children's Services	Ref: 2162
Essential		Desirable	Assess by
Knowledge and Qualifications			
<ul style="list-style-type: none"> Good GCSE grades in subject(s) that show an ability to work with and process data. 		<ul style="list-style-type: none"> A levels or equivalent subject(s) that show an ability to work with and process data GCSEs to include English Language and Mathematics 	
Experience			
<ul style="list-style-type: none"> Experience in maintaining data in a complex electronic system Experience of ensuring data quality Experience of meeting deadlines involving a wide range of stakeholders An understanding of confidentiality 		<ul style="list-style-type: none"> Experience of working in Children's Services Experience of working with complex client, pupil or patient based systems, with an understanding of the associated data protection and information sharing issues Experience of coaching &/or training people in the use of systems 	
Skills and competencies			
<ul style="list-style-type: none"> Ability to work in a positive and constructive manner Ability to engage with colleagues to ensure data quality Ability to trace and rectify faults Analytical and logical approach Ability to work with minimal supervision and as part of a team Well developed organisational skills, including ability to prioritise work Ability to use Microsoft applications, especially MS Word, MS Excel and MS Outlook Ability to organise self and work without constant supervision Skilled in using office applications on a personal computer Able to apply technology in new work-related situations Able to follow instructions and procedures without constant supervision Ability to form appropriate relationships quickly Work in a systematic and orderly manner Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment 		<ul style="list-style-type: none"> General understanding of children's social care Understanding of the Data Protection Act Highly developed skills in Microsoft applications, especially MS Word, MS Excel and MS Outlook 	
Physical, mental, emotional and environmental demands			
<ul style="list-style-type: none"> Attention to detail Self-motivated, with the determination to see a job through Integrity 			

<ul style="list-style-type: none"> ▪ Usually works in a seated position. Some standing, walking, stretching or lifting ▪ Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands ▪ Minimal exposure to disagreeable, unpleasant or hazardous conditions 		
Motivation		
<ul style="list-style-type: none"> ▪ A commitment to providing a quality administrative support service ▪ Reliable and keeps good time ▪ Demonstrates integrity and upholds values and principles ▪ Promotes equal opportunities and diversity in all aspects of work ▪ Appropriately follows instructions to achieve set objectives ▪ Works collaboratively to achieve team spirit ▪ Adapts to change by adopting a flexible and co-operative attitude 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> ▪ Ability to develop and sustain relationships with individuals, groups and organisations from a wide range of backgrounds, including good interpersonal and people management skills. ▪ Enhanced periods of intense concentration with frequent interruptions from competing priorities. ▪ Empathy for people working in schools. 		
Other		
<ul style="list-style-type: none"> ▪ Strong orientation to customer delivery and desire to tackle issues in a truly corporate manner. ▪ Committed to continuous improvement. ▪ Flexible approach to service delivery. ▪ Willingness to undertake training and development in the post. 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits