

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title:</b>	Systems Support Administrator	<b>Directorate:</b>	Children's Services	<b>Office Use</b>	
<b>Band:</b>	3	<b>Workplace:</b>	County Hall	<b>JE ref: 3931</b> <b>HRMS ref:</b>	
<b>Responsible to:</b>	Systems Support & Development Manager	<b>Date:</b>	July 2021		<b>Manager Level:</b>
<b>Job Purpose:</b>	To be part of a team providing support in the effective use of social care information systems supporting frontline social workers, admin staff and their managers. This will involve assisting the Systems Support & Development Manager in developing and extending the scope of social care systems including identifying, implementing and maintaining their efficient and effective use.				
<b>Resources</b>	Staff				
	Finance				
	Physical	Careful use of PC. Shared responsibility for office equipment. Handling and processing significant bodies of corporate data.			
	Clients	Frontline social workers, admin staff and managers. Other external professionals involved in caring for/working with children i.e. Health Visitors, Parent Support Partners, Family Support and Outreach Workers, etc.			
<b>Duties and key result areas:</b>					
<div>1. To provide support to frontline social workers, admin staff and their managers regarding their effective use of all Children's Social Care Systems whilst adhering to current Children's Social Care procedures and legislation.</div> <div>2. Assist with the development, implementation and maintaining of management information systems that support the aims of the service including the Children's Systems Support Helpdesk, JIRA and any others as identified/directed.</div> <div>3. To provide regular virtual 'floorwalking' support and advice service to a variety of local teams throughout the county.</div> <div>4. To work independently and flexibly to ensure the effective use of all Children's Social Care Systems, 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 raising a JIRA call where issues cannot be resolved locally, ensuring they are resolved in a timely manner.</div> <div>5. 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>6. 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>7. To identify training needs and as part of a team to deliver training sessions to a wide range of users either virtually or in a classroom environment.</div> <div>8. To identify enhancements to all systems maintained by the Systems Support Team and to assist with the implementation of such enhancements both locally and centrally.</div> <div>9. To be responsible for the evaluation and testing of new software releases specifically within ICS and all other Children's Social Care systems maintained by the Systems Support Team as necessary. Ensuring that all systems are up to date and comply with current procedural and legislative requirements.</div> <div>10. To be responsible for establishing and maintaining computer security arrangements which comply with the Data Protection Act and relevant Information Governance Policies.</div> <div>11. To contribute to the improved efficiency of frontline services by improving ICS workflow.</div> <div>12. To undertake straight forward individual projects as directed by Systems Support &amp; Development Managers and delivering agreed outcomes to local stakeholders within agreed deadlines.</div>					

13. To provide as part of a team, daily Helpdesk support to users with all children's Social Care systems including identifying, analysing and resolving any issues and if necessary escalating any complex issues to the Systems Support & Development Officers.
14. 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.
15. 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 all Children's Social Care systems.
16. To carry out system administration tasks including maintaining system user details and locally configured systems details.
17. To meet the county wide travel arrangements as required by the post as there may be times for the need to travel to other service locations to train staff and offer direct support.
18. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post.

#### **Work Arrangements**

Transport requirements:

Working patterns:

Working conditions:

Based at County Hall.

37 hours per week, day work. Minimal exposure to disagreeable, unpleasant or hazardous conditions.

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**PERSON SPECIFICATION**

<b>Post Title:</b> System Support Administrator		<b>Directorate:</b> Children's Services	Ref: 3931
<b>Essential</b>		<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>			
<ul style="list-style-type: none"> <li>Good GCSE grades in subject(s) that show an ability to work with and process data.</li> </ul>		<ul style="list-style-type: none"> <li>A levels or equivalent subject(s) that show an ability to work with and process data</li> <li>GCSEs to include English Language and Mathematics</li> </ul>	
<b>Experience</b>			
<ul style="list-style-type: none"> <li>Experience in maintaining data in a complex electronic system</li> <li>Experience of ensuring data quality</li> <li>Experience of meeting deadlines involving a wide range of stakeholders</li> <li>An understanding of confidentiality</li> </ul>		<ul style="list-style-type: none"> <li>Experience of working in Children's Services</li> <li>Experience of working with complex client, pupil or patient based systems, with an understanding of the associated data protection and information sharing issues</li> <li>Experience of coaching &amp;/or training people in the use of systems</li> </ul>	
<b>Skills and competencies</b>			
<ul style="list-style-type: none"> <li>Ability to work in a positive and constructive manner</li> <li>Ability to engage with colleagues to ensure data quality</li> <li>Ability to trace and rectify faults</li> <li>Analytical and logical approach</li> <li>Ability to work with minimal supervision and as part of a team</li> <li>Well developed organisational skills, including ability to prioritise work</li> <li>Ability to use Office applications,</li> <li>Ability to organise self and work without constant supervision</li> <li>Able to apply technology in new work-related situations</li> <li>Able to follow instructions and procedures without constant supervision</li> <li>Ability to form appropriate relationships quickly</li> <li>Work in a systematic and orderly manner</li> <li>Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment</li> </ul>		<ul style="list-style-type: none"> <li>General understanding of children's social care</li> <li>Understanding of the Data Protection Act</li> <li>Highly developed skills in Office applications, especially Word Excel and Outlook</li> </ul>	
<b>Physical, mental, emotional and environmental demands</b>			
<ul style="list-style-type: none"> <li>Attention to detail</li> <li>Self-motivated, with the determination to see a job through</li> <li>Integrity</li> <li>Usually works in a seated position. Some standing, walking, stretching or lifting</li> <li>Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands</li> </ul>			

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

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