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ADULT SOCIAL CARE AND COMMISSIONING

JOB DESCRIPTION

**POST TITLE:** Senior System Support Officer

**GRADE:** Band 7

**RESPONSIBLE TO:** Business Intelligence Manager

**RESPONSIBLE FOR:** System Support Officers

**Overall Objectives of the Post:**

You will support the Business Intelligence Manager to lead the continuous improvement of case management & finance systems, the maintenance of the systems for the production and effective use of accurate, valid, reliable, timely, relevant and complete information and payments which:

* supports effective decision making and budgeting; and
* ensures that the Council complies with statutory responsibilities regarding data returns and regulations.

# Key Tasks of the Post:

## You will be responsible for leading the maintenance and development of some of the key council systems, under the direction of the Business Intelligence Manager. You must:

* Provide project management approach to system maintenance, including liaising with the services (including schools) to reach mutually beneficial timelines.
* Act as the conduit between technical support offered by D&ICT and the service needs and requirements.
* Coordinate and deliver specific systems, data and information related projects.
* Provide professional support that is valued by our internal customers and all other stakeholders.
* Devise and implement a formal business change process to agree changes required to the systems and log decisions.
* Ensure that training is delivered across users that is of high quality, timely and meets the business needs.
* Supports effective decision making; and ensures that the Council complies with statutory responsibilities regarding data returns and regulations.
* Build a network of users to enable consultation and feedback mechanisms on changes and/or training requirements.
* Lead and deliver specific systems, data and information related projects.
* Support the development of new ways of working by challenging existing practices.
* Liaise with partners and regional colleagues when facilitating and implementing change.
* Represent the Council at external meetings and partnership boards (where appropriate).

**We support all of the services with the facilitation and implementation of changes or updates, some of these can take months of work from start to finish, we liaise with other partners/authorities and seek advice from them on their process and vice versa.**

1. ***You will be responsible for delivering your work programme. You must:***

* Effectively manage your workload, yourself and your personal development.
* Supervise System Support Officers as required.
* Demonstrate total professionalism, propriety and value diversity.
* Make a positive contribution to team working and communicate effectively with the public, Councillors and colleagues.

1. ***You will be responsible for undertaking system support which includes:***

* Provision of 1st line support including advice and guidance to system users.
* Creation and submission of change requests and change evaluation.
* Maintenance of day to day support relationships with 3rd party suppliers and schools.
* Supporting problem management in undertaking diagnosis and resolution of problems.
* System housekeeping & Administration.
* Supporting access management by maintaining system specific access rights and undertaking creation, deletion and modification of user accounts whilst ensuring access controls are maintained and regularly monitored and reviewed in conjunction with security policies.
* Undertake the designing and maintenance of forms.

1. ***You will be responsible for making a corporate contribution. You must:***

* Understand the Council’s priorities and how your role contributes to them.
* Relate your work to Councillors and the people of the Borough in a way that makes sense.
* Contribute to corporate teams tackling cross-cutting issues.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others’ health and safety.

All employees have a responsibility to ensure Confidentiality and Information Security.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: AC/CL

Date: 29.03.23

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