

### ADULT SOCIAL CARE AND COMMISSIONING

**PERSON SPECIFICATION**

**POST TITLE:** Senior System Support Officer

**GRADE:** Band 7

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|  | **ESSENTIAL** | **DESIRABLE** | METHOD OF ASSESSMENT |
| **Educational Attainment** | * Appropriate professional qualification and/or relevant degree
* And/or relevant work-based experience/qualifications
 | * Project management accreditation
 | * Application form
* Certificates
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| **Work Experience** | * Experience of delivering complex projects
* Experience of project management
* Experience of partnerships and making them work
* Relevant work experience in an ICT system and user support
* Relevant work experience in an ICT application support environment
* Experience of upgrade management including planning, testing and implementation
 | * Experience of working with social care case management systems (i.e. Liquid Logic), education systems or mapping systems
* Experience working with property gazetteers or GIS
* Experience of supervising staff
 | * Application form
* Interview
* References
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| **Knowledge/****Skills/****Aptitudes** | * Advanced level IT skills to quickly and efficiently use a wide range of common Office software including Word, Excel, PowerPoint and Project
* Clear decision-making ability with the facility to solve problems, judge complex situations, innovate, and assess when to escalate issues
* Good organisational skills
* Good interpersonal skills
* Able to communicate clearly, patiently and effectively with customers, management and staff
* Capacity to learn and share learning with others
 | * Understanding of the Local Government context
* Understanding of entire Children, Adults and Families agenda
* Knowledge of data protection, confidentiality and related issues
* Knowledge of Business Applications e.g. Liquid Logic LAS and Liquid Logic LCS, RM, GIS.
 | * Interview
* References
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| **Disposition** | * Flexible, reliable and well organised self-starter with a planned and structured approach to project delivery in order to manage several work streams simultaneously
* High performing and motivated team player with the determination and focus to drive projects through to implementation and exceed customer expectations
* Able to organise workload, prioritise competing demands and work to deadlines
* Able to maintain confidentiality and security
* Able to engage and motivate a wide range of client groups
* Flexible approach to work
* Committed to the principles of equality and diversity
* Committed to ongoing professional development and learning
 | * Customer focussed
* Friendly and approachable
* Able to work effectively both individually and as part of a team
* Ability to work under pressure to meet deadlines
* Methodical and organised in approach to work
* Flexible approach to work
* Adaptable to change
 | * Interview
* References
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| Circumstances | * Prepared to work out of normal office hours as required
 |  | * Application form
* Interview
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