

 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
DIRECTORATE: Corporate Services	SERVICE AREA: Digital Services and Systems
JOB TITLE: Officer – Systems	GRADE: Grade H
REPORTING TO: Senior Business Partner – Systems	

1. JOB SUMMARY	
To assist in system strategy, implementation, development and maintenance for Adults' Services and Children's Services. Use effective communication methods, problem solving techniques, Microsoft Office technology solutions and information analysis tools to effectively plan and prioritise workload and meet customer requirements. Work flexibly across the council and with other agencies, partners and stakeholders to meet the needs of the service. To assist on specific projects and take on responsibility for other areas of work.	
2. MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	Assist in: • Development of a medium term system development strategy programme to support the delivery of service objectives • System implementation, changes and enhancements to support service improvement • Day to day system maintenance and support including user support helpdesk and problem resolution • Liaison with system software suppliers and the co-ordination and negotiation of contracts • Management of system replacement projects including data migration • Data quality strategy, monitoring and improvement activity to ensure accuracy of data and information in key business systems
2.	Shared responsibility, working with other teams in the service area: • Participating in local, regional and national forums, developments and initiatives

	• Researching best practice models and solutions • Supporting corporate and service-specific inspections • Operating with a business partner ethos in supporting services across the Council
3.	Contribute to the achievement of service objectives.
4.	Contribute to managing budgets and the achievement of financial objectives.
5.	Work flexibly across the council and with other agencies, partners and stakeholders to meet the needs of the service.
6.	Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.
7.	Support and promote the ongoing work, development and improvement of the service and the council.
8.	Assist on specific projects and take on responsibility for other areas of work.
3. GENERAL	
Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job. 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. The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace. Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life. 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.	
Job Description dated: April 2023	

 Stockton-on-Tees BOROUGH COUNCIL	PERSON SPECIFICATION	
DIRECTORATE: Corporate Services	SERVICE AREA: Digital Services and Systems	
JOB TITLE: Officer – Systems	GRADE: Grade H	

CATEGORY	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	• Educated to NVQ level 4 or equivalent in a directly relevant subject or the equivalent level of knowledge gained from demonstrable relevant work-related experience	• Continuous professional development	Application
Experience	• Supporting learning and development • Partnership working • Promoting a positive culture • Customer focus • Improving services	• Decision making • Working in local government or public sector	Application / Interview
Knowledge & Skills	• Effective communication • Problem solving • Effectively plan and prioritise workload • Microsoft Office technology solutions • Service-specific information and case management systems	• Information governance and security	Application / Interview

Behaviours	• Demonstrate the behaviours that underpin the Council's Culture Statement • Leading by example • Collaborative team worker • Handle difficult situations sensitively • Pragmatic, flexible and resilient • Self-motivated, energetic, not easily discouraged		Application / Interview
Other requirements			
Person Specification dated: April 2023			

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Corporate Services	SERVICE AREA: Digital Services and Systems
JOB TITLE: Officer - Systems	
GRADE: H	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Senior Business Partner - Systems	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		NO
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		NO
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		NO

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		NO
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		NO

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		NO
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		NO
Working at Heights - Safety Critical: Employee will be required to work at a height .		NO
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		NO

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		NO
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		NO
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		NO
Lone Working (including Home Working): Employee will be required to work alone.		NO
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	YES	
Any Other: Please identify any other known risks associated with this job role.		NO

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager:

Date: 20-05-2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department:

Occupational.Health@stockton.gov.uk