

Job Title	Support Officer	Post Number	CAH1372, CAH1373, CAH1374, CAH1375, CAH1376, CAH1377, CAH1378, CAH1379, CAH1380, CAH1383, CAH1384		
Department	CAH	Division			
Section/Team	Information Systems	Reports to	Senior Support Officer		
Career Family	Organisational Business Support	Role Profile No.	OBS09	Hay Grade	9

Context

About the role

Under the supervision of the Senior Support Officer, you will work with operational teams and colleagues in the Information Systems team to maintain and improve the integrity and quality of data held in the Department's Information Systems through:

- Utilising data quality reports, combined with the results of their own auditing and checking, they will work with staff to identify the underlying causes of any data quality issues.
- Addressing them either through support to the staff concerned and/or direct correction of the data themselves
- Contributing to the testing of new business processes, system developments, guidance and learning materials, and working with their colleagues and line manager to make any necessary improvements before wider 'roll-out' to users
- Deliver effective training programmes and support to users of our systems and business processes
- Assist the Senior Support Officer in the planning and design of training activities, including the development of on-line and video-based training
- The collation and accurate processing of pupil and school data ready for council analysis and submission to Government departments for delivery to the Central services, council departments and Government bodies

You will act as a liaison with front line users of systems, both within the Council and within partner organisations including schools. This will require good communication skills (including the ability to be able to communicate clearly and understand issues as explained by staff with limited or no systems knowledge). Contact with users will be through a variety of methods depending on where they are based and the nature of the issues, but will include:

- a phone and email-based 'helpdesk' that responds to concerns and assists them to solve business process/system-related problems they encounter
- delivery of structured workshops to refresh and update staff.

- 1-to-1 sessions with employees who are experiencing particular difficulties in adapting their working practices around information management and recording, in line with departmental expectations

In conjunction with their line manager, monitor the underlying skill sets among users of our systems to identify any underlying gaps in skills or knowledge that need to be addressed.

The post holder will also have responsibility for administering the department's change control process.

About the team

Responsible for managing, maintaining and developing the Department's business processes, information systems and data quality. The team is responsible for the development, training and effective use of ICT within the department, IT security, data governance, risk management and contributes to departmental business continuity planning. The team has to ensure that correct relevant and up to date data is provided across the Department.

The work undertaken by the Information Management Team covers the business processes of all the Department's services across all client groups and areas, including where they operate from the sites of other agencies through other networks.

The team ensures that all systems and business processes are working and are correct for purpose, and provides effective training and support to users of those systems. The operation of these processes and systems are essential to the delivery of our services to the public, so the post holder is instrumental in any decisions required for major change projects.

About the wider section/function

Information Systems is one of three teams reporting to the Service Manager (Systems & Performance). The other two are: the Performance & Reporting Team who are responsible for all management and data reporting from the Department's Core systems and for the production and submission of the statutory returns which they produce; and the Planning & Communications Team who are responsible for supporting our service planning, external communications and user surveys.

Problem solving and decision making examples

- a) Will examine performance information as directed by their line manager and assist with the correction of data held on the systems, either by addressing issues directly with individuals and teams or in the case of complex issues, by correcting data errors themselves. In conjunction with colleagues and their line manager they therefore need to determine the most appropriate response to a data quality issue.

They will use a variety of methods such as running reports, feedback from visiting teams and liaison with Data Analysts to determine the possible causes for performance and data quality issues.

- b) Advise and coach practitioners, some of whom may be non IT literate or resistant to changes being made, in the use of new processes and systems, to boost their confidence and competence.
- c) Monitor the underlying skill sets among users of our systems to identify any underlying gaps in skills or knowledge (e.g. in basic IT competencies) that need to be addressed, and delivering appropriate training to address those needs.
- d) Carry out the initial and ongoing training of staff so that they gain and maintain the necessary knowledge, skills and competencies in Information Technology, business processes, and the use of Information Systems. It is therefore important that their delivery of training is timely and of a high quality.
- e) Carrying out user testing of processes and system developments to ensure they are fit for purpose before 'roll-out'. This is crucial in ensuring that issues are identified and addressed before the decision to go ahead with a roll out.
- f) The postholder will be required to work flexibly within a changing environment and be able to manage his/her own workload.

Role Purpose

To provide specific services as an individual contributor or operator as a member of a wider team. If relevant: with a small element of supervisory responsibility.

Key Responsibilities

If relevant: provide support to a group of staff ensuring that work is allocated effectively. You may be required to check the work of colleagues to ensure work is completed accurately.

Maintain and update information systems and databases to ensure that service transactions are completed accurately.

Provide advice to customers, contacts, external organisations and colleagues ensuring that they receive appropriate guidance about policies, procedures and processes whilst ensuring effective working relationships are maintained.

Carry out research; collate data and present information within your area of service specialism. This may include drafting documentation and clear, accessible findings.

Ownership is taken for responding to queries, complaints and requests from initial contact with the customer. Issues that are not possible to resolve are promptly relayed to more senior members of your team and the customer is informed accordingly.

Provide a wide and varied range of administrative tasks to assigned projects ensuring written reports are compiled, support is provided and records are accurate which will help to inform decision making.

Accurately and efficiently record, monitor and maintain budgets/financial information/resources.

Contacts and Relationships

You may allocate and check the work of a team to ensure good progress is made.

You will liaise with colleagues, customers and external organisations to obtain information and to provide clear and accurate advice.

Work Planning, Procedures and Organisation

You work with information systems and databases to support projects and inform decision making.

You will demonstrate awareness of relevant regulations, codes of practice, processes and procedures.

You will be able to effectively manage your workload.

Knowledge, Skills and Experience

1. You will have experience of working in a similar environment or within a similar role.
2. You will hold a minimum qualification of 3 grade C's at GCSE (or equivalent) including English and Maths or relevant experience to an equivalent level.
3. You will be able to collate information from a variety of sources and present findings.
4. You will be able to prioritise workloads to meet peaks in demand.
5. You will be flexible and resilient to be able to meet deadlines.
6. You will have good communication skills
7. You will have good literacy skills to be able to contribute to writing clear, accurate and concise reports.
8. You will have effective IT and numeracy skills including the ability to accurately update information systems and databases.
9. If relevant: you will have experience of allocating and checking work.

Problem Solving

There are procedures in place which will help you to resolve problems and guide you in how you carry out your duties.

You draw upon your learnt experiences to enable you to resolve problems and the result may be checked to see if it is correct. Once the solution has been chosen it may need to be changed slightly so it solves the problem, but generally this is not required as the problem will have been previously experienced.

A more experienced member of staff is usually available and can be used to refer situations or problems that are out of the ordinary

Facts and Figures

Numbers of staff managed/supervised

None

Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)

None

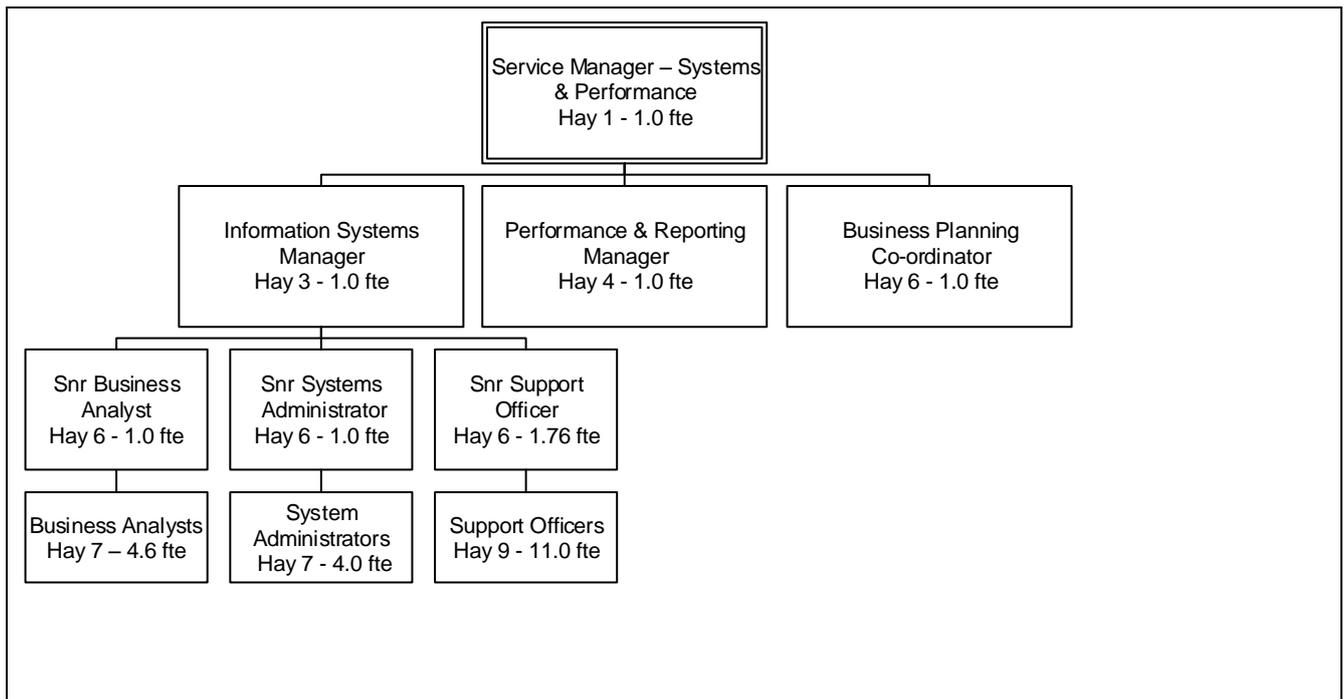
Number of enquiries/items processed

- 6,000 contacts with the helpdesk per year (phone and email);
- over 650 ½ day training sessions, 200 change control requests and support for over 1,900 system users per annum.
- There are over 600 users of the SWIFT/AIS system, and over 1,300 users of Capita One, mainly located in the CAH department but also including other departments and external partners such as the NHS. Over the coming year access will gradually be extended to allow citizens and other approved parties.

Size of caseload/number of clients allocated to a job

There are over 1,900 users of the systems run by the team, though this will increase over the coming years as we introduce client access to their records through MySupport

Organisation Chart



Person Specification

Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.

Essential

1 & 8. Recent relevant experience in using information/electronic management systems and computers in the workplace. This must include the use of complex multi-user databases and other bespoke software packages, wordprocessing, spreadsheets, email and the internet, and good keyboard skills. You should also be able to demonstrate experience and aptitude for training and supporting others, formally or informally, in the use of Information systems and/or business processes.

2. You will hold a minimum of 3 grade C's at GCSE (or equivalent) including English and Maths; or a relevant qualification, equivalent to at least NVQ Level 2 (e.g. in Using Information Technology, Administration/Customer Services, Management, Social/Health Care); or significant recent and relevant experience in a similar role.

3, 7 & 9. You must demonstrate skills and experience in the analysis of data such as performance and data validation reports, and demonstrate the initiative and skills to investigate the background reasons for poor performance and data and propose practical solutions to address them.

4 & 5. You must demonstrate the ability to prioritise and your workload and effort to meet planned and unplanned changes in demand, including the resilience and flexibility to ensure key deadlines are met in the face of such pressures.

6. Must be able to communicate effectively with staff with limited or no systems knowledge. You must also have effective presentation and documentation skills, gained in a training, customer service or other support environment including the ability to undertake

presentations.

Desirable

1. Experience in utilising Information Systems within an education, childrens social care or adult social care setting
1. Experience of designing and delivering presentations, training programmes or individual support to staff
2. A training/learning and development qualification (e.g. NVQ in Training)