

# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

Standard Template

<b>JOB TITLE:</b>	One Source Support Assistant		
<b>GRADE:</b>	G5	<b>SERVICE AREA:</b>	Finance
<b>JOB CODE:</b>	RT372OSSAG5		
<b>REPORTS TO:</b>	Senior Financial Administration & Support Officer	<b>LOCATION:</b>	Within Walsall Council
<b>SPECIAL CONDITIONS:</b>	The nature of this post is such that there may be a requirement to visit other locations in the course of their duties and therefore a car mileage allowance will be applicable.		

## 1. Main purpose of the job role:

- To ensure the delivery of a first class, high quality, value for money One Source Support Service, through the effective management and allocation of resources and staff.
- To work to achieve continuous improvement in the One Source systems and maximise the councils return on investment from these systems.
- To assist in strategic decision making within the remit of the post.
- To carry out key functions within the One Source Support Service, as designated by and agreed with the Senior Financial Administration & Support Officer, to meet the needs of the overall service delivery. The currently identified functions include:
  - To work with Senior members of the Ones Sources Support team, Subject Matter experts and the council's Digital champions to provide regular outcome driven One Source related communications and training guides including:
    - Full user guides
    - Quick guides
    - Video guides
  - Creating updating and managing One Source related web content both internet and intranet
  - Provide first line end user support for all the modules of the One Source system.
  - To assist the Senior Financial Administration & Support Officer in the analysis of end user support demand and identify areas for improvement in training and self service help to address this.
  - To coordinate and control document libraries standards.
  - To ensure that all training materials and associated documentation comply with any relevant legislation, government guidance and agreed standards.
  - Provide end user training on the One Source Systems.
  - Assist in the management of the One Source Applications.
  - Assist in the provision of audit and compliance reporting.
  - Assist in enabling Single Sign On, LBAC and B2B access to the One Source Systems.
  - Assist in the management of the Helpdesk Module.
  - Assist in the maximisation of the use of the Evosys Value Based Dashboard.
  - Assist in the management of transaction approval rules including workflows.
- To assist in resolving issues relating to the modules and associated systems of One Source, as allocated, working to deliver outcome driven solutions.
- To assist in the regular upgrade of the Councils One Source systems including impact assessment, testing.

- To assist the Senior Financial Administration & Support Officer and other relevant officers to identify, implement and review service developments and improvements, including monitoring efficiency savings and other benefits.
- To assist the Senior Financial Administration & Support Officer, and the Lead Financial Administration & Support Officer, on all aspects of service delivery, within the One Source Support Service and wider remit of Financial Administration & Support Services.
- To work always with colleagues in other services to ensure that the needs of the service are met.
- To assist in ensuring that written procedures for application processes are implemented and monitored.
- To ensure deadlines are effectively managed, prioritised and met.
- To assist the Senior Financial Administration & Support Officer and where appropriate act as lead officer for relevant internal and external audits, including ensuring compliance with and responding to audit reports.
- All duties must be undertaken within the Council's Equal Opportunities policy and with regard to the Code of Conduct
- All duties must be undertaken within national and local Health & Safety Regulations policies on an individual and collective basis
- To act at all times with respect, integrity and professionalism ensuring customer needs are met and services are delivered right, fast and simple
- To undertake any other duties commensurate with the grade of the post

## **2. Role specific duties and accountabilities:**

- To assist on the impact assessment of quarterly system upgrades including identifying and addressing areas of risk / opportunity in complying with legislation, existing business processes and or financial requirements.
- To assist on the creation of solution driven outcomes, taking accountability for problems to point resolution of highly complex systems, their data and legislative, financial and business requirements.
- To assist in the implementation of new ways of working and modernisation of service delivery to ensure that local and corporate targets and standards are met.
- To contribute to service planning and strategic management within the One Source Support and wider Financial Administration & Support service.
- To attend and actively participate in the corporate and service area meetings, steering and working groups within the remit of the One Source Support and wider Financial Administration & Support service.
- To assist in the delivery of high quality One Source Support service functions are maintained during any transformation processes and are regularly reviewed and developed on an ongoing basis.
- To assist in the continual review, streamlining and improvement of systems, procedures, processes and methods of service delivery.
- To liaise and work always in conjunction with appropriate council officers to ensure service delivery is maintained.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Good level of interpersonal skills and proven ability to communicate at all levels with both internal and external customers.	A/I	3
Good appreciation of wider local government issues and relevant local and national issues.	A/I	3
Able to show knowledge and understanding of Health and Safety issues.	I	1
Able to show an understanding of the principles of race, gender, disability and equality issues in a practical day to day context.	I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	A/I	3
Substantial experience of the support of integrated Enterprise Resource Systems (comprising Financial, HR, Payroll and Procurement data) and assisting the development of these systems to ensure the authority is able to take advantage of opportunities that these systems offer.	A/I	3
Experience in reviewing ERP systems and processes to assist in identifying and developing improvements and implementing new ways of working.	A/I	3

Experience in the delivery of system user training including provision training materials, procedures and communications to users and stakeholders.	A/I	3
Experience of validating system transactions and assisting with matters relating to non-compliance of processes and procedures	A/I	3
Experience of working within a performance management framework, including meeting performance targets when under pressure.	A/I	2
Experience of providing a customer focussed service.	A/I	3
Experience in assisting the development and deployment of system management information reports	A/I	2
Understanding the requirements of change management	A/I	2
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
A NVQ Level 3 qualification in a relevant field (ICT/Business Systems/HR/Finance Management) or practical experience, preferably within a Local Government / Public Sector environment and willing to study	A/I	3
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
<b>Prepared by:</b>	Ian Tuft	<b>Date:</b> June 2021