



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**  
Standard Template

<b>JOB TITLE:</b>	Systems Support Officer		
<b>GRADE:</b>	G5	<b>SERVICE AREA:</b>	Systems Development Team
<b>JOB CODE:</b>	ASC282SYSTG5		
<b>REPORTS TO:</b>	Systems Manager	<b>LOCATION:</b>	Flexible
<b>SPECIAL CONDITIONS:</b>	On occasion will be required to work outside normal working hours to meet deadlines especially during periods of user community system outage		

**Main purpose of the job role:**

- Be a member of the Social Care Systems team, providing electronic system support across multiple systems
- Provide systems support across the whole internal and external electronic social care record user community
- Delivering dedicated system support to Adult Social Care commissioned care service providers on electronic solutions accessed as part of commissioned service contract terms
- Develop positive relationships with internal and external system users across the health and social care economy, involving significant time spent communicating and directing users, in order to support compliant utilisation of all systems
- Develop and deliver electronic training packages to support new system users
- Undertake robust system audit and monitoring processing to ensure data integrity appropriate system access and information governance
- Undertake functionality testing as part of ongoing system developments

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

- To deliver a responsive first line service, to internal and external system users, who require support in compliantly accessing; recording and updating adult social care electronic systems
- Detailed understanding of adult and children’s social care system built processes, in order to support end user community
- Utilising end to end process maps, produce electronic training packages, to support system user community to compliantly utilise electronic solutions
- Complete end to end system testing across ongoing system developments, testing enhanced functionality and system changes, then updating training packages
- Develop training and guidance material for issue to the internal and external systems user community
- Undertake data quality audits to support ongoing system data cleansing
- Monitor, resolve and where required escalate any inappropriate user of social care systems
- Update and monitor the ‘lockdown’ case records, ensuring confidentiality and sensitivity when dealing with personal information
- Responsibility for confidential handling of all personal data, report any suspected misuse
- Produce monthly first line support activity performance reporting
- Receive and review all system change request documentation submitted via the internal system user community and agenda ready for user group approval, as part of internal governance processes
- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

### **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 post holder 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 job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive



JOB TITLE: Systems Support Officer	GRADE G5	
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>		
<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>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>		
Effective written and verbal communication skills, with the ability to communicate complex issues clearly, effectively, accurately and appropriately to both internal management and external customers or providers of services	A/I	3
Ability to work autonomously and under pressure	A/I	3
Ability to complete competing priorities	I	3
Ability to build strong networks internally across services	A/I	3
Ability to demonstrate advance IT skills	A/I	3
Ability to deliver with skill and patience a first line system user community responsive support service	A/I	3
Ability to provide internal and external system user community with advice and guidance on how to navigate systems in line with Council, Directorate and Service policy, procedures and operational guidance, to ensure compliancy	A	
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Knowledge of social care legislation which underpin all electronic solution development	A/I	3
Knowledge of the Social Care electronic recording solutions	I	2
Manages time and prioritises work to maximise productivity and effectiveness	I	3
Experience of working within a high volume, information processing environment	A/I	3
Experience of making critical decisions with skill	A/I	3
Experience of undertaking system usage audits	A/I	2
Experience of handling confidential personal data	A	
Experience of developing electronic solution training packages	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.		
Evidence of achievement in higher education study in a relevant area such as business or information technology (NVQ level 4 or above) or comparable extensive work experience in the field of social care system development	A	
<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
<b>Prepared by:</b>	A Doyle	<b>Date:</b>	03/21