

Job Description

Department: Strategic Resources

Division/Section: Shared Transactional Services - Operational Support

Job Title: **Systems and Support Officer**

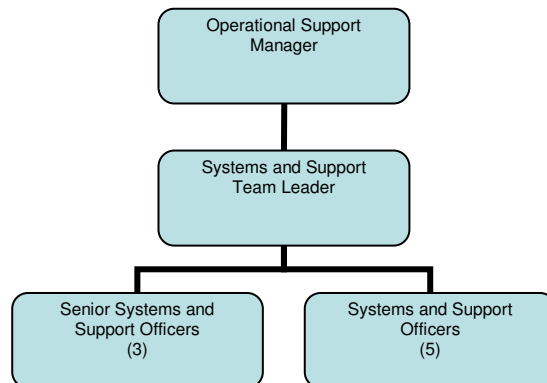
Post No:

Grade: 6

Reports to: Systems and Support Team Leader

**Organisation
Chart:**

Show immediate manager and any jobs reporting to this post.



CRB Check applicable?

Standard Enhanced None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes No

Line Management responsibility for:

No. of direct reports: None

No. of indirect reports: None

Size of budget: Nil

Job Purpose:

To assist with the delivery of efficient and effective systems provision and software applications in order to support the Income team (Council Tax, Business Rates and Corporate Debt) and Payment team (Benefits, Payroll and Accounts Payable) in Shared Transactional Services.

Main Duties and Responsibilities:

1. To assist with the maintenance and control of the relevant computer systems used by the Income and Payment teams in Shared Transactional Services and take action as appropriate with regard to integrity and validation issues.
2. To assist with the day to day administration of the corporate E-Payments system.
3. To be conversant with the computerised council systems used by the Income and Payment teams in Shared Transactional Services and provide advice to staff regarding their efficient and effective use.
4. To assist in the operation and control of the EDRM system and the production of management reports.
5. To correct system errors where possible and liaise with the appropriate software companies to ensure that any faults or future requirements are reported.
6. To monitor faults in conjunction with the software suppliers service agreement and advise the Systems and Support Team Leader accordingly.
7. To produce data for the collation of statistical returns to the Government departments and other relevant bodies.
8. To produce data for the printing and mailing contractor and monitor their output ensuring that the relevant control documentation is accurate and completed. Liaise with all relevant external companies to discuss and resolve any issues that may arise.
9. To schedule all specified batch work for the service and ensure all necessary parameters are entered correctly.
10. To undertake standard testing in respect of system releases to ensure the functionality works correctly.
11. To run the different weekly refund runs for the service, liaising with the council's ICT provider in the process.
12. To update the system regarding changes to the recovery cycle to ensure all documents are issued in accordance with the recovery timetable.
13. To deal with cancelled payments on behalf of the service, liaising with other officers as needed.
14. To update / maintain system parameters, access controls across the different systems used by the service.
15. To run scheduled / ad-hoc system programs, ensuring outputs are imported into EDRM system.
16. To keep up to date and maintain a good working knowledge of the relevant legislation and guidance that underpins the different work streams of other teams across the service.
17. To take an active part in team meetings contributing new ideas and contributing to identification of solutions to issues or problems.
18. Be proactive in identifying where process improvements can be made and bring these to the attention of the Systems and Support Team Leader.
19. To follow set procedures, systems and timescales to provide comprehensive performance

management information in order to assist managers with the effective monitoring and the management of the service.

20. To assist with the process to ensure all Government and other statutory returns for the service contain accurate information and are completed and submitted on time.
21. Assist with the production of processes and procedures required to ensure robust data quality.
22. To process daily and periodical reconciliations to other relevant systems, i.e. the financial general ledger
23. To collate information and update relevant systems in relation to the performance of the service and resolve any discrepancies that are identified as part of the reconciliation process.
24. Prepare benchmarking returns on behalf of the service and collate comparison information for use by managers in the service.

Generic Responsibilities: To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

Flexibility Clause: Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

Variation Clause: This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 01.06.2010 **COMPLETED BY:** David Moss

Person Specification

JOB TITLE: Systems and Support Officer
POST NO:
GRADE: 6
DEPARTMENT: Strategic Resources
HOURS: Full time
DIVISION: Shared Transactional Services
DIRECTOR: John Harrison
DATE: 01.06.2010
COMPLETED BY: David Moss

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of the aims / objectives of the service and of Manor Drive (A/I) • Good understanding of the main rules and guidance used by the Income and Payment teams with the service (A/I) • Good understanding of modern computer systems and their application within a similar office environment (A/I) • Good knowledge of Microsoft Office (A/I) 	<ul style="list-style-type: none"> • Good knowledge of the Capita (Revenues and Benefits) system (A/I) • Good knowledge of the Northgate EDRM system (A/I) • Good knowledge of the Northgate Payroll system (A/I) • (A/I) • Good working knowledge of the Oracle Financial system (A/I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> ▪ Ability to communicate effectively with a wide and diverse range of customers (A/I) • Be customer focused with a understanding of customer needs and their expectations (A/I) • An ability to challenge existing working practices (A/I) • An ability to respond positively to any changes in working practices (A/I) • Ability to work on own initiative and plan and prioritise own workload (A/I) • Ability to interpret complex legislation and guidance (A/I) • An effective team worker who contributes positively to the team's success (A/I) • Ability to work to challenging deadlines in a performance driven office (A/I) • Accurate with attention to detail, particularly when working to tight deadlines (A/I) • The ability to be innovative and forward thinking (A/I) • Good levels of literacy and numeracy (A/I) 	
EXPERIENCE	<ul style="list-style-type: none"> • Demonstrable experience of working effectively as part of a team (A/I) • Extensive experience of using Microsoft 	<ul style="list-style-type: none"> • Experience of using the Capita (Revenues and Benefits) system (A/I)

	<ul style="list-style-type: none"> Office (A/I) Demonstratable experience of working to tight deadlines within a performance driven office (A/I) Demonstratable experience of dealing with a variety of customers (A/I) 	<ul style="list-style-type: none"> Experience of using the Northgate EDRM system (A/I) Experience of using the Northgate payroll system (A/I) Experience of using the Oracle Financial system (A/I)
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE level (or equivalent) with a minimum of 4 passes at grade C or above (A) 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Willingness to work outside of normal working hours (A) 	
EQUALITY	<ul style="list-style-type: none"> Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities.(A/I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> Knowledge and understanding of effective customer care (A/I) 	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]*