

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>Group:</b>	Community and Children's Services
<b>Division:</b>	Transformation
<b>Section:</b>	Performance & Service Improvement
<b>Post Title:</b>	System Support Officer
<b>Vision Post Number:</b>	16356
<b>Grade:</b>	GR8
<b>Responsible to:</b>	Service Improvement & System Support Manager
<b>Posts Reporting to this Post:</b>	None
<b>DBS Required Level:</b>	Not Required
<b>Location:</b>	Ty Elai, Williamstown, Tonypany
<b>Date of Description:</b>	August 2018

### **KEY OBJECTIVES**

Lead and support service transformation, improvement and change projects and initiatives in accordance with the Community & Children's Services Group's business priorities.

To ensure that the performance and management information systems used to support our Social Care business are fit for purpose.

Ensure that Social Care Staff are confident in using the performance and management information systems that support our business via provision of training and user guides

## **SPECIFIC OBJECTIVES**

Support the development and maintenance of all Social Care systems. The main responsibilities will be the systems administration of WCCIS, this will include:-

- Provide system support helpdesk cover, responding to tier 1 enquiries;
- Work with colleagues to develop / update system user guidance;
- Work with colleagues to develop / update business process maps.

Provide a hand holding service to WCCIS system users by, for example:-

- Promoting the use of approved business process maps and systems, guidance documents
- Providing 1:1 Support to system users, making use of approved business process maps and user guides in response to queries raised.

Deliver tutorial sessions to promote accurate and effective use of the systems used across Social Care Services

Create / revise forms, letters and print templates within WCCIS

Improve data quality by:-

- Working with colleagues to cleanse system data as necessary;
- Provide system users with support where instances of non-compliance with prescribed procedures are identified in accordance with the exception reporting framework.

Advise and communicate with Social Care Staff to provide expert advice, as necessary

Identify system issues and developments identified by system users, elevating this information to the Service Improvement & Systems Manager on a timely basis

Support system administration by responding to tier 1 enquiries, received via the System Support mailbox in accordance with defined timescales

Contribute to Social Care systems support and development groups

To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training and development activities.



To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required or as a mutually agreed development opportunity.

**THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.**

***Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).***

## PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE / EDUCATION</b>	<p>Practiced at use of Microsoft office suite or equivalent</p> <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a>.</p>	<p>Qualified as a trainer</p> <p>Sound knowledge of WCCIS</p> <p>Welsh Language Level 2-level 5. For detail on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p>
<b>EXPERIENCE</b>	Experienced at delivering training in various formats	Experience of working in a Social Care environment
<b>COMPETENCIES</b>		
<b>Working in partnerships and teams</b>	<p><b>Builds lasting, positive &amp; supportive relationships with a wide variety of people</b></p> <p>Draws upon the best ideas of the Team to provide the best service.</p>	

<b>Communicating effectively</b>	<p><b>Adapts their style of communication to suit their audience including ‘translating’ technical language</b></p> <p>Listens to others, is receptive and actively checks they’ve understood the message</p> <p>Produces excellent and accessible written information</p>
Professional expertise and development	Demonstrates excellent practice and an extensive knowledge base in their own professional area
Managing resources	<p>Anticipates problems and takes action to reduce the risk of things going wrong</p> <p>Prioritises workloads according to needs and risk; uses the business plan as a reference point</p>
<b>Achieving results</b>	<p>Creates effective action plans identifying the relevant stages required to complete a project</p> <p><b>Consistently meets deadlines</b></p>
<b>Focusing on Service Users</b>	Acts in order to understand the needs of internal customers and service users
<b>Creating and responding to change</b>	<p><b>Contributes ideas to better manage systems, processes or practices</b></p> <p>Revisits changes to see what is working and makes appropriate changes</p>
Being accountable	<p>Demonstrates good knowledge and understanding of how their role fits into the bigger RCTCBC picture</p> <p>Takes a positive attitude towards delivering work</p>
<b>SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS</b>	<p>Able to travel in line with the requirements of the post.</p> <p>Flexible working arrangements.</p>