Job Description

Systems Support Officer

Final

Date: August 2017

POST:	Systems Support Officer
SERVICE:	Regulatory Services
SECTION:	Support Services
BAND:	4
REPORTS TO:	Environmental Health and Planning Services Administration Manager
RESPONSIBLE FOR:	N/A
TYPE:	1a) Hot desking in Basildon Centre

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

The post holder will provide systems and administrative support throughout Regulatory Services to help officers achieve their targets and responsibilities. They will provide support to the Business Support Officer in the ongoing development, maintenance and improvement of Regulatory Service's information technology systems, including assisting with the implementation of the Services' IT Strategy.

To provide IT support to the administrative functions of the service, particularly in the registration of planning and building control applications, registration of service requests, maintaining and upgrading the property and licence databases including the Local Land and Property Gazetteer and providing statistical information relating to performance and budgets for the service.

GENERAL INFORMATION

Regulatory services covers a wide range of both statutory and non-statutory functions including Environmental Health, Licensing, Corporate Safety, Local Land Charges, Planning Development Management, Planning Enforcement and Building Control and serves residents and businesses from within and outside the borough. Although customer contact is mostly handled by the Customer Services Centre the business support unit have retained a variety of administrative, technical system and financial roles which support officers throughout Regulatory Services. You will be based in the Environmental Health and Planning Administration section giving business support to the service.

DUTIES

1. To maintain and where appropriate contribute to the development of the IT systems in use within Regulatory Services, namely Flare and Uniform and any other systems used now or which may be introduced in the future. This will include commenting on the suitability and procurement of all new hardware and software for Environmental Health, Planning, Corporate Safety, Building Control and Local Land Charges.

2. To assist with implementing any new systems or procedures which are developed within Environmental Health, Planning, Corporate Safety, Building Control and Local Land Charges to ensure they are communicated quickly and effectively across the Service and to the Customer Services Centre.

3. To manage the services website pages, working with ICT and Regulatory Services officers and managers, to ensure that registers and information is up to date and meets industry standards, thus promoting customer self-service where possible.

4. To produce and analyse, as requested, performance management reports or statistical analysis, and other requests for information for the Regulatory Services Management team.

5. To raise orders as required and collect annual fees for services, registrations and licences.

6. To contribute to the preparation of data for insertion in Committee reports relating to the performance of the Services, under the direction of Regulatory Services Managers.

7. To assist from time to time with specific tasks relating to performance management of the services undertaken by the administration team and Customer Service Centre.

8. To assist with the administration of appeals work and process other complex administration.

9. To ensure professional staff are supported by responding to day–to-day IT related queries; escalating more complex issues to the Business Support Officer, ICT or software system helpdesks.

10. Undertake all the duties within the framework of Equal Opportunities.

11. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".

12. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Systems Support Officer	Date Prepared:	August 2017
Department:	Support Services - Regulation	Band:	4

AF= Application Form	I = Interview	T= Test

	REQUIREMENTS	Essential	Desirable	Assessed
1.	**EXPERIENCE AND KNOWLEDGE**			
1.1	Demonstrable experience of office procedures and practices, with robust administration basis	✓		**AF/I/T**
1.2	Experience of dealing with people at all levels and working as an effective team member	✓		**AF/I/T**
1.3	Experience in the development and maintenance of IT systems, writing reports to enable provision of management data and data analysis.	✓		**AF/I/T**
1.4	Experience in fee collection and finance systems.	✓		**AF/I/T**
1.5	Experience in the use of Microsoft Office, Outlook and the effective use of databases.	✓		**AF/I/T**
2.	**COMPETENCIES**			
2.2	**ADHERING TO PRINCIPLES AND VALUES** a) Upholds ethics and values b) Demonstrates integrity c) Promotes and defends equal opportunities, builds diverse teams d) Encourages organisational and individual responsibility towards the community and the environment	✓		**AF/I/T**
3.1	**RELATING AND NETWORKING** a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict e) Use humour appropriately to enhance relationships with others	✓		**AF/I/T**

	REQUIREMENTS	Essential	Desirable	Assessed
4.2	**APPLYING EXPERTISE AND TECHNOLOGY** a) Applies specialist and detailed technical expertise b) Develops job knowledge and expertise through continual professional development c) Shares expertise and knowledge with others d) Uses technology to achieve work objectives e) Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity f) Demonstrates an understanding of different organisational departments and functions	✓		**AF/I/T**
4.3	**ANALYSING** a) Analyses numerical data, verbal data and all other sources of information b) Breaks information into component parts, patterns and relationships c) Probes for further information or greater understanding of a problem d) Makes rational judgements from the available information and analysis e) Produces workable solutions to a range of problems f) Demonstrates an understanding of how one issue may be a part of a much larger system	✓		**AF/I/T**
6.2	**DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS** a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals	✓		**AF/I/T**
7.2	**COPING WITH PRESSURES AND SETBACKS** a) Works productively in a high pressure environment b) Keeps emotions under control during difficult situations c) Balances the demands of work life and personal life d) Maintains a positive outlook at work e) Handles criticism well and learns from it	✓		**AF/I/T**
3.	**EDUCATION AND TRAINING**			
3.1	3 GCSE's Grade A* - C including English and Maths (or equivalent work experience)	✓		**AF/I/T**
3.2	Relevant IT qualification		✓	**AF/I/T**