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| **Department** | **Chief Executives** |
| **Job Title** | Senior System Support and Policy officer |
| **Grade** | G |
| **Primary Purpose of Job** | Ensure the effective delivery of policies and procedures through training, guidance and quality assurance.  Support, design, maintain and develop systems within revenues , benefits and customer services to meet changing business needs. |
| **Reporting To** | Systems, Policy and Quality Manager |
| **Staffing**  **Responsibilities** | Policy & Training Support officer, System Support officer and System and Policy assistant |

**Main Duties**

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| **1** | **Legislation:** Responding to legislative changes promptly, identifying implications/solutions and contributing to the implementation of appropriate changes in procedures, systems and training. | |
| **2** | **Procedures and guidance manuals.** Overseeing the production of procedures and guidance manuals, ensuring that they are regularly updated with both legislative and system requirements. | |
| **3** | **Systems:**  Maintain the effective administration, management and security procedures of all the service’s IT systems using acquired knowledge to support the business.  Identify, design and deliver solutions that will achieve savings for the division, maximising system potential by developing reports/SQL’s to provide efficiencies and improve productivity. Analyse user requirements, procedures, and problems to automate or improve existing systems.  This includes batch scheduler, interfaces, fault reporting and monitoring, specification of any IT developments (new modules) or developing enhancements, testing, installation, providing management reports, ensuring all system users are aware of changes included within system releases.  Support the implementation, testing and roll out of any new applications, system releases and patches. This includes developing digital services in accordance with business need and leading projects/tasks on the team plan.  Design and develop initial and ongoing regular and ad hoc management reports using the appropriate system query tools in line with business requirements. Handle FOI requests as appropriate using the appropriate query tools.  Provide first line support and technical assistance for system problems for users and other team members.  Deal with IT suppliers in respect of software/hardware upgrades, reporting of faults, system developments and all other IT related issues. Deal with corporate ICT regarding IT systems. Attend IT related work groups to identify best practice for improved service delivery. Specify system requirements to be delivered by third parties  Oversee the updating and maintenance of the revenues and benefits web site as well as contributing to the development and implementation of e-products, e-services and related procedures to allow customers assisted and self access to systems.  Design and maintain templates for revenues and benefits documentation using third party software. | |
| **4** | **Financial year end**: Plan and coordinate the preparation and completion of year end processes. This includes testing, setting parameters, running batch jobs, enhancing and updating templates, preparing print files and accompanying documentation for the dispatch of bills and notifications. | |
| **5** | **Training and Development:** Make sure the training plan for revenues and benefits is up to date and meets service need. Conduct training needs analysis. Ensure training manuals and course material is up to date. Maintain training records. Help to co-ordinate/ organise training sessions. Assist in the training and development of new and existing team members. | |
| **6** | **Quality:** Maintain quality assurance plans in line with service need and recommend areas for review with management and team leaders. Make recommendations for quality improvements that contribute to service improvement. | |
| **7**  **8**  **9**  **10**  **11** | **Subsidy:** Assist with the compilation of the subsidy claim. Financial responsibility for identifying and rectifying anomalies on the benefits system by recoding or reallocating monies as appropriate to the subsidy claim and audit requirements. Monitor results and report any variances, consider any training/guidance issues / options identified and report them to management.  **Financial Responsibility:** Prepare for and contribute to council tax and housing benefit year ends as required. Be aware of the issues affecting year end, supporting other members of the team when required.  Timely production of Council Tax and Business rates bills and recovery notices to maximise collection rates.  Timely production of Housing Benefit payments to ensure that the needs of customers are prioritised.  Handling and secure transfer of financial data files including: cash payment files for Revenues and Benefits received from the cash receipting system; posting of cash and other transactions to the General ledger for Revenues and Benefits; direct debit files for secure transfer to the BACS Bureau; housing benefit files for the production of both cheque and BACS payments for housing benefit customers.  Reconciliation of all in year and year end transactions for final accounts, monitor suppliers’ ongoing system support costs and challenge where appropriate.  **Team supervision** – Support other members of the team through one to ones and PDR’s, give feedback on performance and progress. Take appropriate action should any problems arise and resolve issues where appropriate. Encourage team working and the sharing of information through role modelling.  Deputise for the Systems, Policy & Quality manager in his/her absence.  **Project planning and timetables:**  Develop, implement and deliver detailed project plans and timetables for initiatives within revenues, benefits and customer services. Oversee individual projects of team members, ensuring consultation with relevant operational managers, suppliers of technology, ICT professionals and all other relevant partners.  Monitor progress against plans, identify any shortfalls or problems as projects progress, recommend solutions and report as necessary. Carry out post evaluation of projects highlighting lessons learnt and recommendations for managing future projects.  **Other Duties:** Such other duties as may be determined from time to time as are consistent with the objectives of the post.  Work outside normal office hours and/or away from the main office will be regularly required. | |
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| **Date Job Description prepared/updated:** | | **July 2020** |
| **Job Description prepared by:** | | **Systems, Policy and Quality Manager** |



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| **Department** | | | | **REVENUES AND BENEFITS** | | |
| **Job Title** | | | | **Senior System Support and Policy Officer** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Detailed knowledge of revenues, benefits and customer services IT systems to ensure they operate within legislation and acknowledged good practice, and to ensure that systems meet service requirements. | | | | | Application form/Interview |
| 2. | Relevant practical experience and knowledge of revenues and benefits legislation and administration. Have the ability to interpret new legislation and understand its impact on the service and translate that into guidance and training. | | | | | Application form/Interview |
| 3. | Ability to acquire technical skills relating to the revenues, benefits and customer service systems. (Including specifications, testing, suggesting improvements, sql reporting etc). | | | | | Application form/Interview |
| 4. | Ability to write and implement a training plan in line with service needs and to ensure training needs analysis is carried out effectively. Demonstrate an ability to deliver training to a wide range of audiences, both internal and external. Demonstrate organisational skills in the planning, delivery and evaluation of training | | | | | Application form/Interview |
| 5. | Ability to manage project team members from various backgrounds for specific projects. Team members may be internal staff or external suppliers | | | | | Application form/Interview |
| 6. | A thorough understanding of how to improve quality in revenues and benefits. Have an ability to interpret data and identify areas for improvement. An understanding of the impacts of poor quality in revenues and benefits administration and the implications for the service | | | | | Application form/Interview |
| 7. | An awareness and knowledge of financial issues in revenues and benefits and the ability to highlight issues with management. | | | | | Application form/Interview |
| 8. | Highly developed communication/networking skills, verbal and written. An ability to communicate effectively and manage relationships with a wide range of people. | | | | | Application form/Interview |
| 9. | An ability to work on own initiative, plan, prioritise and organise own workload so that agreed timescales and deadlines are met and the overall aims of the team and the service are achieved | | | | | Application form/Interview |
| 10. | An ability to supervise and develop staff to ensure that performance is monitored, reviewed and developed.  Interact effectively with the team and customers dealing fairly and assertively with difficult situations and behaviour. Support other team members and help to maintain a good team environment. | | | | | Application form/Interview |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Ability to use IT products, including Microsoft Office products, SQL tools, | | | Application form/Interview | |
| 2. | | Experience in a revenues & Benefits environment with a minimum 1 year experience of coaching/supervising staff. | | | Application form/Interview | |
| 3. | | Experience of managing projects. | | | Application form/Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Out of hours working will be required | | | Application form/Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Recruitment and selection experience. | | Application form/Interview |
| 2. |  | |  |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | IRRV technician | | Application form/Interview |
| 2. |  | |  |

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| **Date Person Specification prepared/updated:** | **July 2020** |
| **Person Specification prepared by:** | **Systems, Policy and Quality Manager** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.