



**Job Profile and Working for Stockport Council**

Our Council

Our employees are our **greatest asset**. We’re proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>

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| **Role:** |  | Systems Officer - ContrOCC |
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| **Service Area:** |  | Data Service |
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| **Directorate:** |  | Corporate and Support Services |
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| **Salary Grade:** |  | SC6 £24,982 - £27,041 |

**About the Job**

**Main Purpose of the Job**

As a Systems Officer you will support the maintenance and development of ContrOCC which will include working closely with services to understand their requirements and troubleshooting when problems arise.

**Key Responsibilities**

* Responding to IT tickets to support user issues
* Responds to issues requiring a broad understanding of either Adult Social Care or Children’s Services.
* Supporting the ContrOCC System lead with system developments, up-grades and testing.
* Working in collaboration with stakeholders to implement change or deliver projects.
* Analyzing data and reviewing processes to evaluate options and provide solutions.
* Training and supporting new users.
* Resolves complex problems in a thorough and timely manner; use discretion and know who to go to in order to resolve issues and complete tasks.
* Take an appropriate level of accountability in the delivery of services offered by Corporate and Support Services Directorate
* Regular analysis and interpretation of a variety of situations to determine the most appropriate course of an action, applying an appropriate approach based on experience and procedure.
* Through information gathering and analysis, identifies problems and develops solutions to complex problems.
* Taking into account research and best practice proactively updates manuals/procedures, training others as appropriate.
* Prioritises work, taking into account own work area and needs of larger work area.
* Work as part of team understanding and focusing on how the role supports the teams and departments priorities
* To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
* To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.

**Additional Information**

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

**About You**

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

* Working to the Council’s values and behaviours by:
* Keeping the people of **Stockport** at the heart of what we do
* Succeeding as a **team**, collaborating with colleagues and partners
* Driving things forward with **ambition**, creativity and confidence
* Showing value and **respect** to our colleagues, partners and customers.
* ContrOCC Systems knowledge
* Service knowledge – either Adult Social Care or Children’s Services.