ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE: **NEIGHBOURHOODS**

SECTION: **CUSTOMER, DIGITAL AND BUSINESS SOLUTIONS**

LOCATION: **Number One Riverside, Smith Street, Rochdale**

JOB TITLE: **User Support Officer**

POST NUMBER:

Grade: **Grade 6**

Accountable to: Business Solutions Manager (Windows 10 PM)

Accountable for: Any staff allocated to the post holder in connection with designated projects.

Hours of Duty: 37 flexible working hours in accordance with the needs of the service. A work life balance scheme is in operation.

Any Special Conditions of Service: The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

This post is not Politically Restricted in accordance with the current regulations.

This role is expected to perform a reasonable amount of out of hours work given reasonable notice.

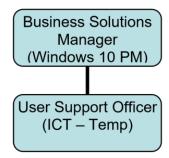This role is expected to be part of an 'on-call' / 'on standby' scheme within ICT.

All standby and out of hours rates are agreed as part of T&C of the role.

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART

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┌─────────────────────┐
│  Business Solutions  │
│      Manager         │
│  (Windows 10 PM)     │
└──────────┬──────────┘
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┌──────────┴──────────┐
│ User Support Officer │
│    (ICT – Temp)      │
└─────────────────────┘
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PURPOSE AND OBJECTIVES OF THE JOB

To be responsible for secure access to relevant systems, set up new users and administer users within their own departments/services, and user management for allocated systems.

To develop, coordinate and deliver end user training packages on the Services Electronic Record Systems and contribute to system testing

To support the delivery of corporate projects by working with staff, council services, partners and agencies to meet the Council's requirements.

To work jointly within relevant leads in service areas to develop appropriate business processes for the recording of information on case management systems.

To audit all users' activities within the relevant service area.

To manage the User Management System and ensure all users meet all pre-requisites prior to training.

Control of Resources

Personnel

Seconded staff and others appropriate to specific projects

Financial

None

Equipment/Materials

All the equipment and materials used by the post holder and any staff managed by him/her.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Officers and representatives of the ICT Service, Officers throughout services of the Council and our partner organisations eg Link4Life, Impact and Rochdale Boroughwide Housing. Representatives of external agencies e.g. Audit Commission, Information Commissioner's Office.

Responsibilities

The post holder must -

(i)   Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.

(ii)   Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

(iii)   Ensure that the Council's statutory requirements and policies are carried out efficiently, effectively, economically and equitably.

(iv)   Be able and willing to render regular and efficient service to undertake the duties of the post.

Values and Behaviours

Approach the job at all times using the values set out in the Rochdale Way:
- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving
- Be aware of and apply the Rochdale Way behaviours at all times.

Principal Duties

Management specific

1. To manage the coordination of training sessions and User Management System of trainee details ensuring the availability of relevant training documentation, and other supporting information to all participants to ensure users go-live securely.

Service Specific

2. To work with service leaders to identify, nominate, train and support system users.

3. To work jointly within relevant leads in service areas to develop appropriate business processes for the recording of information on case management systems.

4. To determine suitability of nominated users, approve, verify and grant appropriate access rights for the relevant system in accordance with local guidelines.

5. To set up new accounts and carry out user account maintenance and respond to service requests.

6. To identify and analyse areas where there is a need for training and to deliver training sessions and briefings individually or with other training staff and to ensure that all course pre-requisites are met by all trainees.

7. To develop local materials in line with local and national guidelines and to evaluate and review delivery methods and training content as appropriate.

8. To generate and view pre-defined reports to support user manager functions.

9. To support the delivery of corporate projects and programmes of work.

10. To assist in the implementation and review of appropriate systems and processes which improve service delivery to users.

11. To assist in maintaining effective working relationships with the council's partners in introducing and maintaining relevant systems.

12. To participate in the demonstration of new software to users as required.

13. To provide advice to partners on operational issues around relevant systems and escalate issues to the Team Leader as necessary.

14. To undertake research using the tools and facilities available.

15. To support development and maintenance of new information systems in line with National recommendations.

Secondary Duties

1. To participate in council programmes of in-service training as a trainee and when required as a trainer facilitator.

2. To undertake external training relevant to the post when required as agreed within a personal development programme.

3. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the post holder (and if he/she so wishes, with his/her Trade Union representative).

Job Description
prepared by   Date

Agreed by Post holder   Date

Supervisor   Date

Chief Officer   Date

Rochdale Borough Council
Person Specification

Service :	Neighbourhoods	Post:	User Support Officer
Section :	Customer, Digital and Business Solutions	Post Number :	
Job Ref:		Grade:	6

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.
The *How Identified* column shows how the Council will obtain the necessary information about you.
If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a)	**Special Working Conditions**		
1	Are you willing and able to work occasional outside of normal office hours?	E	AF/I
2	Are you willing and able to undertake a certain amount of travelling in the execution of your duties?	E	AF/I
(b)	**Qualifications and Experience**		
3	Please demonstrate your experience of supporting the implementation and maintenance of information systems	E	AF/I
4	Please outline your recent experience of providing support to system users including preparing and monitoring training plans against deadlines	E	AF/I
5	Please describe how you have recently helped to support and deliver corporate projects in a large multidisciplinary organisation	E	AF/I
6	Please outline your recent experience of working in a project management framework and a working knowledge of project tools (e.g. MS Project).	E	AF/I
(c)	**Skills and Knowledge**		
7	Please demonstrate your ability to think and communicate clearly both verbally and in writing to a wide ranging target audience at different levels in different organisations	E	AF/I
8	What is your understanding of information sharing protocols and practices, data protection, Freedom of Information and the relevant Government Legislation?	E	AF/I
9	Outline your ability the use of IT systems for a wide range of tasks and data handling.	E	AF/I
10	Please outline how you prioritise your own workload and work independently and take the initiative, working with change in a proactive manner.	E	AF/I
11	Please demonstrate your ability to work effectively within a team environment, meet deadlines and work under pressure	E	AF/I

(d)	Behaviours and Values		
12	Approach the job at all times using the values set out in the Rochdale Way: • Valuing our people • Focusing on customers • Acting with integrity • Using time and money wisely • Working together • Always learning and improving Please confirm you are willing to adhere to these values and behaviours.	**E**	**AF/I**
	Armed Forces		
13	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces	**D**	**AF/I**
14	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-14 months since you left the Armed Forces	**D**	**AF/I**