**Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** Data Systems Support Officer | **Grade**: Scale 6 |
| **Section:** Early Help | **Directorate:** Children’s Services |
| **Responsible to following manager:**THRIVE Senior Systems Support Officer | **Responsible for following staff:**N/A |
| **Post Number/s:** | **Last review date:** February 2019 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The Thrive Data Systems Support Officer is part of the Thrive Impact Team which is in the Thrive Innovation and Impact Service. The team will be the information hub for data and impact analysis for the whole of the Early Help Division.

The role is to gather data from a range of different IT and web based systems used by services within the Early Help Division. Responsible for checking data and verifying its accuracy and for producing the data in easy to understand graphs and tables in weekly, monthly and quarterly reports for the various service streams within the Early Help Division.

You will support the wider Early Help teams and partners such as schools and health to use systems, through training, phone support and outreach. You will need to explain, in simple terms, next steps to partners who have little IT experience, in a calm and friendly manner.

**Specific Duties and Responsibilities**

* To maintain the Early Help Division IT systems including resolution of technical issues.
* To manage information reporting and quality control for the Early Help IT systems.
* To understand pathways and process that support families to access early help/early intervention and support practitioners to access the appropriate services.
* To maintain and update data information stored on Early Help IT systems.
* To produce data as required by your line manager or Team Manager.
* To produce data using using a range of software such as Excel or Publisher to present the information in a way that can be understood by a wide audience of practitioners.
* To support a wide variety of users to help them understand, use and record information correctly on Early Help IT systems.
* To provide phone support to internal and external staff to enable them to use the Early Help IT systems and to deal with any technical issues they are having.
* To provide training to internal and external staff on use of Early Help IT systems.
* To produce accurate and relevant information from different sources (including management information reports from electronic systems).
* To be self motivated and priorities your work to ensure data is provided within timescales.
* To develop effective working relationships with staff at all levels of the organisation.
* To provide verbal and written reports as requested Senior Systems Support Officer

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

N/A

**Team structure**

For the current structure please go to The Loop.

**Person Specification**

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| --- | --- |
|  **Job Title:**Data Systems Support Officer | **Grade**: Scale 6 |
| **Section:** Early Help | **Directorate:** Children’s Services |
| **Responsible to:**Senior Systems Support Officer | **Responsible for:**N/A |
| **Post Number/s:** | **Last Review Date:** February 2019 |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| * Awareness of early help/early intervention and support/service provision arragements as they relate to children’s services
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| * Understand the issues involved in promoting equal opportunities in relation to children’s services ?? such as?
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| * Knowledge of the principles of safeguarding as they apply to vulnerable adults and young people in relation to the work role
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| **Experience**  |
| * Expereince of systems manamgnent including user and data administration, resolution of technical issues, management information reporting and quality control for complex IT systems
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| * Experience of working with practitioners and explaining how IT systems work in a easy and accessible way
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| **Skills**  |
| * Skills in using multiple IT systems to extract data
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| * Skills in delivering to timescales work that is accurate and verified
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| **Qualifications**  |
| * Degree or equivalent qualification in data systems, processes and development
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**