



number one for
service and value



Job Profile

Job Title: Mosaic Training and Support Officer	Grade: SO2
Section: Strategic Performance	Directorate: Adult Social Services
Responsible to following manager: Business Analyst	Responsible for following staff: N/A
Post Number/s: RWA1093	Date December 2019

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To provide training and support to all users of the Mosaic system, including delivering classroom training courses, producing all system documentation and providing information and advice.

To liaise with the third-party contractor and CIT on a day to day basis ensuring that problems are resolved with due regard to contractual requirements/service level agreements or escalated to managers.



number one for
service and value



Specific Duties and Responsibilities:

1. To provide support to users of the Mosaic database including support through a Helpdesk liaising with corporate CIT and IT supplier as required.
2. To produce and maintain all user documentation for Mosaic.
3. To deliver Mosaic training including delivery of training courses, one to one support, onsite support and all relevant training material and procedural guidance.
4. To advise and support staff on relevant matters affecting use of Mosaic
5. To contribute as required to relevant change programmes within the service and to support the Business Analysts in Mosaic system development
6. To proactively identify problems regarding use of the Mosaic system and work with the Business Analysts in resolving these
7. To keep up to date with changes in relevant policy and procedures for adult social care and to have an understanding of the partnership between system development and reporting requirements
8. To be conversant with information systems' security mechanisms with regard to GDPR, Data Protection and Caldicott guidance.
9. To work as required in ways that develop good working relations and collaborative arrangements with internal and external stakeholders. Including liaison with CIT and third-party contractors to ensure that technical problems are resolved.
10. To ensure that the services for both Councils are dealt with on an equitable basis to deliver the standards required for each, as agreed annually by the Executives of both Councils.
11. To contribute towards the development of good working relations and collaborative arrangements with relevant third-party organisations including private, voluntary and other public organisations, to forge effective partnership working.
12. To contribute as required to the commissioning, market testing and contract management of services.



number one for
service and value



13. To contribute as required to performance review and improvement measures on an ongoing basis helping to ensure that a customer focus is embedded within the function and innovative and creative solutions are evaluated to securing the highest quality and value for money.
14. To support with promoting excellent data quality across the department, liaising with performance colleagues to identify data quality issues and working with users to address them.

Generic Duties and Responsibilities

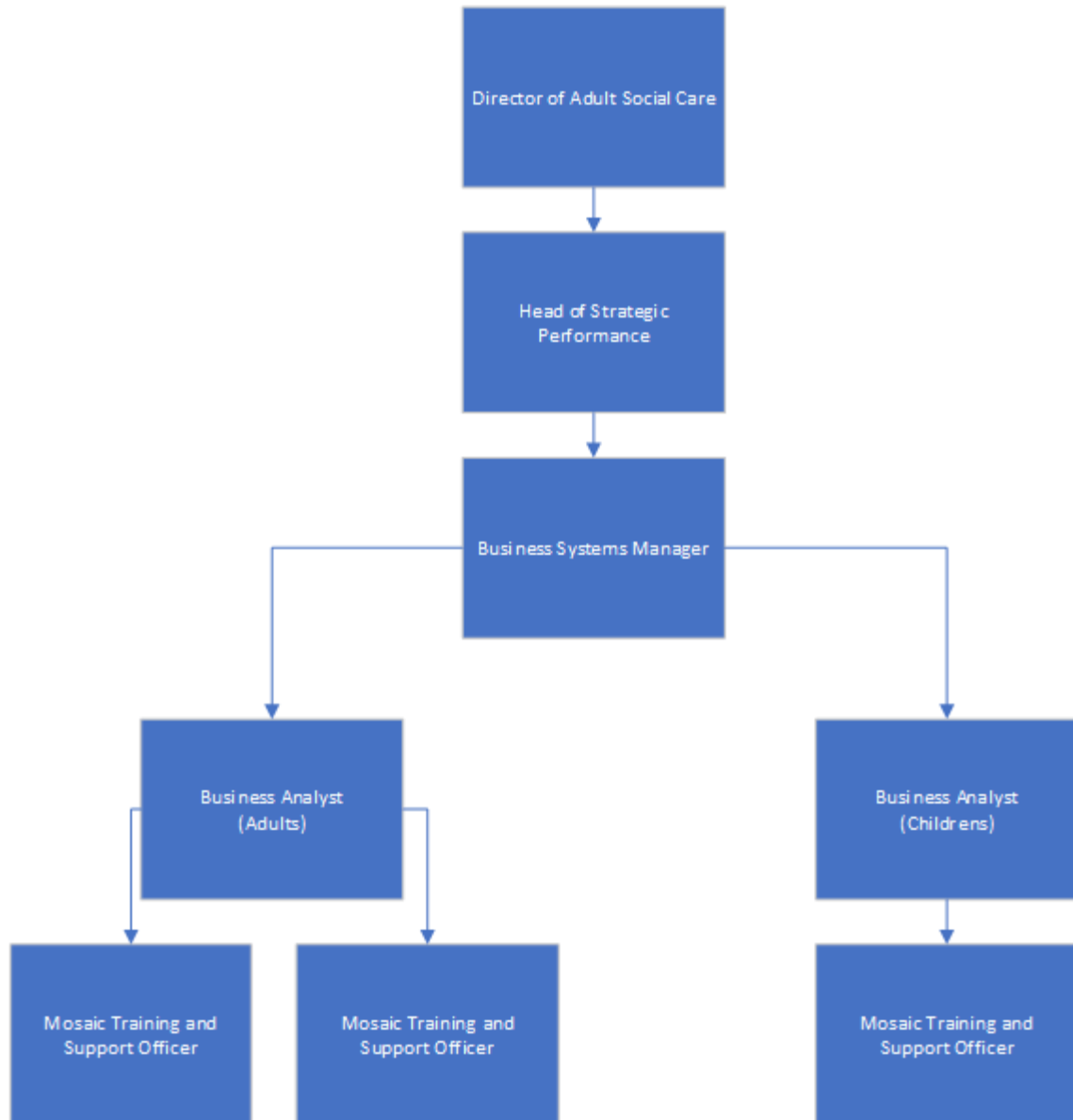
- To contribute to the continuous improvement of the Boroughs of Richmond and Wandsworth services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your 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.



number one for
service and value



Current team structure





number one for
service and value



Person Specification

Provisional Job Title: Mosaic Training and Support Officer	Grade: SO2
Section: Strategic Performance	Directorate: Adult Social Services
Responsible to: Business Analyst	Responsible for: N/A
Post Number/s: RWA1093	Date April 2018

Our Values and Behaviours¹

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.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Of Social Care and an understanding of how IT supports this	(A) (I)
Experience	
Experience of working in Social services or health environment	(A)
Experience of using /working with a multi user information systems.	(A)
Experience of training delivery and/ or experience of presenting information clearly and concisely.	(A) (I) (T)



number one for
service and value



Skills	
Analytical skills and the ability to learn new business processes	(A) (I)
Problem solving	(A) (I) (T)
Fluent IT literacy including MS Office	(A) (I)
Excellent communication and presentation skills, both written and verbal	(A) (I)
Organisational skills with ability to proactively schedule workload based on competing priorities and ensuring deadlines are met.	(A) (I)
Ability to support multiple users via telephone, email and in person	(A) (I)
Ability to analyse and interpret data and produce reports	(A) (I) (T)
Ability to work with users to address data quality issues	(A) (I)
Attention to detail	(T)
Understanding of the importance of applying data protection principles	(A) (I)
Qualifications	
Specific training delivery qualification or relevant work experience	(A) (I)

A – Application form

I – Interview

T – Test

C - Certificate