**Job Profile**

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| **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: RWA1092** | **Date**February 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.

**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.
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.

**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.

**Current team structure**



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| **Section:** Strategic Performance  | **Directorate:** **Adult Social Services** |
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| **Post Number/s: RWA1093** | **Date February 2019** |

**Our Values and Behaviours[[1]](#footnote-1)**

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 –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision.
* taking a team approach that values collaboration and partnership working

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| **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 IT system. | (A) |
| Experience of training delivery and/ or experience of presenting information clearly and concisely. | (A) (I) (T) |
| **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 | 1. (I)
 |
| Ability to analyse and interpret data and produce reports | (A) (I) (T) |
| Attention to detail | (T) |
| Understanding of the importance of applying data protection principles | 1. (I)
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| **Qualifications**  |
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1. [↑](#footnote-ref-1)