

Person Specification

JOB TITLE:	Senior Systems and Support Officer	POST NO:	TBC
GRADE:	8	DEPARTMENT:	Corporate Services.
HOURS	37	DIRECTOR:	
DIVISION:	Shared Transactional Services	COMPLETED BY:	
DATE:			

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Good understanding of the main rules and guidance used by Revenues and Benefits (A/I) • Knowledge of Data Protection/GDPR & Freedom of Information Acts (A/I) • Extensive knowledge of Microsoft Office (A/I) including Excel (also Experience) • An excellent understanding of modern ICT tools and their application in a similar working environment (A/I) 	<ul style="list-style-type: none"> • Detailed knowledge of the Capita (Revenues and Benefits) system (A/I) • Detailed knowledge of the Northgate EDM system (Info at Work) (A/I) • Good working knowledge of the Pay360 Financial system (A/I)
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to prioritise, problem solve, work under pressure and to tight deadlines in a constantly changing environment (A/I) • Ability to work on own initiative and plan and organise own workload (A/I) • The ability to be resilient, react and respond to any change positively (A/I) • Ability and identify improvements in processes and provide new solutions to existing processes that improve efficiency and customer experience (A/I) • The ability to communicate effectively with a wide range of customers (A/I) • Excellent presentation skills, both written and verbal (A/I) 	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working as a System and Support Officer (or equivalent) for a Local Authority or outsourced provider within the last 2 years (A/I) • Experience of working in a customer focused role with a good understanding of customer needs and expectations (A/I) • Experience of using Excel to manipulate and 	<ul style="list-style-type: none"> • Experience and competency in the use of databases and methods of data extraction e.g. SQL, Access reports • Experience of using the Capita system (Revenues and Benefits) system (A/I)

	<p>present statistical data to non-technical users (A/I).</p> <ul style="list-style-type: none"> Experience of maximising the use of IT based solutions to enhance and improve the service to the customer (A/I) 	<ul style="list-style-type: none"> Experience of using the Northgate EDRM system (Info at Work) (A/I) Experience of using the Pay360 Financial system (A/I) Evidence of success in identifying and/or delivering service improvements (A/I)
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to GCSE level (or equivalent) standard with at least grade C (or equivalent) in at least 5 subjects, including Maths and English. 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> Flexible approach to hours and duties to meet the current/future needs of the service (A/I) Willingness to work outside of normal working hours (A/I) 	
EQUALITY	<ul style="list-style-type: none"> Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I) 	
CUSTOMER CARE	<ul style="list-style-type: none"> Knowledge and understanding of effective customer care (A/I) 	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(A/I) Application / Interview, (P) Presentation, (W) Written Test.]*