PETERBOROUGH CITY COUNCIL

Job Description

Department:	Corporate Services.
Division/Section:	Shared Transactional Services (STS)
Job Title:	Senior Systems and Support Officer
Post No:	
Grade:	8
Reports to:	Systems and Support Team Leader
Organisation Chart: **Show immediate manager and any jobs reporting to this post.**	Systems and Support Team Leader │ Senior Systems and Support Officer │ Systems and Support Officers
DBS Check applicable?	**Basic** ☐ **Standard** ☒ **Enhanced** ☐ **None** ☐
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? **Yes** ☐ **No** ☒
Line Management responsibility for:	**No. of direct reports: 0** **No. of indirect reports: 0**
Size of budget:	
Job Purpose:	To ensure the delivery of efficient and effective systems provision and software applications in order to support the council's Revenues and Benefits service to enable collection of c.£250m tax and payments of c.£50m in benefits.

Main Duties and Responsibilities:

1. To support the maintenance and control of the relevant computer systems used by the different teams within Revenues and Benefits.
2. To specialise in either Revenues or Benefits and be the primary contact for that service, while maintaining a general understanding of and support for the other area.
3. To identify and take appropriate action on reports from the relevant systems with regard to integrity and validation.
4. To correct complex system errors and liaise with the appropriate software companies.
5. To monitor faults in conjunction with the software suppliers service agreement and advise the Systems and Support Team Leader accordingly.
6. Be proactive in identifying where process improvements can be made and bring these to the attention of the Systems and Support Team Leader together with business cases for the implementation in appropriate cases.
7. To be fully conversant with the systems in use within Shared Transactional Services and provide advice to staff regarding their efficient and effective use.
8. To run complex system queries to extract information to support service delivery by the other teams within Shared Transactional Services
9. To be responsible for developing and amending scripts for testing of new releases and undertake testing on the technical aspects of system releases to ensure the functionality works.
10. To identify developments in the system, usually from new releases, that could provide more efficient and effective service delivery and to raise these with the Systems and Support Team Leader
11. To liaise with council's ICT service and Software provider to agree timetables for upgrades and new installations.
12. To support the delivery of key End of Year / Annual billing processes with defined timescales.
13. Provide technical advice and guidance in respect of the collation of government and other statutory returns and take a lead on completion for the area of specialism (i.e. Revs or Bens).
14. To take responsibility for the reports, including month end and KPI reports, for their service area, and deputise in other areas in the absence of other senior systems officers.
15. Assist with requests from both internal and external audit, including the validation/verification of government returns.
16. To assist service managers with the provision of information under the Freedom of Information and Data Subject Access requests
17. To assist with the balancing and reconciliation of cash receipts and bank transactions received by the Council.
18. To assist with technical queries in respect of reconciliations of cash, transactions etc.
19. To take responsibility for investigating, resolving and reporting on any financial discrepancies identified as part of the reconciliation process and to identify any procedural changes required to prevent recurrences.
20. To regularly liaise with all printing and mailing contractors for the service to ensure all letters, bills, payments, customer leaflets and other documentation are being despatched on time and any operational difficulties are resolved in a timely manner.
21. To work closely with team leaders / service managers to ensure forms and other documentation used within the service are accurate, system produced and pre-populating with information wherever possible.
22. To be responsible for updating systems to ensure document templates are up to date and amendments are undertaken in line with changes to processes, legislation and government guidance and within agreed timescales
23. To be responsible for ensuring system parameters and access controls are regularly reviewed and that unauthorised access to systems cannot be obtained.
24. To proactively contribute to the maintenance of the council's website relating to Shared Transactional Services to ensure that it is developed and updated to meet service needs and the needs of the customer and is sufficient to continually drive digital/online transition.
25. To take an active part in team meetings contributing new ideas and identification of solutions to issues or problems and lead the meetings in the absence of the Systems and Support Team

	Leader.
26.	To assist the Systems and Support Team Leader with recruitment & selection as required.
27.	Deputise for the Systems and Support Team Leader as required.

Generic Responsibilities:	To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.
	To comply with all Health & Safety at work requirements as laid down by the employer.
	The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.
	In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: 08/04/2024   **COMPLETED BY:** Victoria Schofield

PETERBOROUGH CITY COUNCIL

Person Specification

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

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	- 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)	- Detailed knowledge of the Capita (Revenues and Benefits) system (A/I) - Detailed knowledge of the Northgate EDRM system (Info at Work) (A/I) - Good working knowledge of the Pay360 Financial system (A/I)
SKILLS & ABILITIES	- 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	- Experience of working as a System and Support Officer (or equivalent) for a Local Authority or outsourced provider within the last 2 years (AI) - Experience of working in a customer focused role with a good understanding of customer needs and expectations (A/I)	- 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)

	• Experience of using Excel to manipulate and present statistical data to non-technical users (A/I). • Experience of maximising the use of IT based solutions to enhance and improve the service to the customer (A/I)	• 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	• 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	• 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	• Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I)	
CUSTOMER CARE	• 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:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]