Recruitment information

Job description and person specification

Your title	Digital, Information and Systems Officer
DBS check	This post requires no DBS
Post number	PES 155
Your team	Planning and Environmental Health
You would be based	Civic Centre, Esher High Street
Your line manager	Business Support Team Leader

Elmbridge
Borough Council
... bridging the communities ...

About the role

We are looking for another talented and enthusiastic individual to join our Business Support Team within Environmental Health, Licensing and Planning. Your role will be responsible for the development, implementation, and maintenance of the service's existing and future systems. In your role you will assist in delivering efficiencies and improvements for customers and internal teams.

The main purpose of the role:

To be the system specialist for the public protection system and databases utilised by the service.

You will be responsible for the effective functioning and future development of the Planning and Environmental Services software systems, for the reporting of statutory data returns to central government, and for providing monitoring data as required.

You will work with ICT colleagues and our software and systems providers to develop, test and embed new software and systems. You will be responsible for ensuring its effective functioning and delivering enhancements as they are rolled out. Key also is the maintenance of procedures and quality control measures.

In addition, you will be the service's system administrator for the records management system and to ensure all the service's systems are effectively implemented. Training your colleagues and ensuring systems are utilised to their full potential by staff to meet the needs of the public is key to this role.

Specific duties and responsibilities

1. To understand internal and external customer service users' needs, in order to design and improve customer facing services and internal business processes.

2. Develop and implement technical solutions and better use of technology where possible to support the delivery of statutory functions and our wider services.

3. Initiate investigative work to determine opportunities to enhance and customise software or develop new systems and online services.

4. To assist in the development and co-ordination of programmes of activity to ensure the Service meets its e-government targets, to take responsibility for implementing specific projects and to research future developments to support e-government.

5. Ensuring systems and databases are designed and configured to achieve corporate GDPR compliance, including retention and disposal policies.

6. To keep informed and under review new developments and best practice, including changing requirements for hardware, software and networking capabilities and liaise with internal and external clients, suppliers and other organisations regards opportunities for improvements.

7. Respond to users' enquiries, providing ongoing technical support and troubleshooting solutions for software applications and maintain application documentation and support materials for users, including electronic operational procedures manuals.

8. Produce ad-hoc reports through the systems available upon request for information.

9. Responsibility for the testing of, configuring and implementing of new releases / upgrades, including problem solving and resolving issues with system providers, on occasions out of hours when required.

10. Willingness to further develop your skills and knowledge of software and to provide advice and support to users.

11. Oversee the day-to-day management of all software systems for Environmental Health and Licensing.

12. Be the council's representative, ensuring effective liaison with a range of colleagues, partners, software providers, contractor and stakeholders.

13. Responsible for maintaining effective and responsive two-way communications and training of staff on the systems being utilised.

14. Champion the role out of new systems across the service, acting as a super user/role model for the team, training colleagues and ensuring it is used as effectively as possible.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.

- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.

- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.

- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Digital, information & Support Officer
Team: Planning and Environmental Health

Salary: Proposed SCP 32-34
Post no: PES 155
Hours: 36 hours a week
Car allowance: N/A

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application (A) Test (T) Interview (I)
1	Evidence of having completed education and training relevant to information & system support	E	(A)

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Competent and experienced user of administrative systems with ability to demonstrate clear understanding of day-to-day operational functionality and systems administration duties including setting user controls, securities, release testing, integrities and configuration.	E	(A)(I)(T)
3	Strong analytical and critical thinking skills, Skilled problem solver who can identify and resolve issues efficiently. This involves analysing complex problems, troubleshooting software and system errors, and implementing effective solutions.	E	(A)(I)(T)
4	Recent use of document management system, with ability to demonstrate day to day operational functionality and systems enhanced administration functionality features.	E	(A)(I)
5	Demonstrate ability to create procedures and training materials and checking knowledge and understanding of users.	E	(A)(I)
6	Ability to work in a busy and demanding systems environment, working to specific deadlines to high level of accuracy.	E	(A)(I)

7	Evidence of good working relationships with colleagues and other teams and demonstrating a wider strategic understanding of the topic under consideration.	E	(A)(I)
8	Experience of data scrutiny, validation and trouble shooting.	D	(A)(I)
9	Experience of supporting the team in producing statutory statistics/data and returns including FOI's, LAEMS, LAE1, FHRS uploads, HMRC requests, CIEH noise Statistics, Licensing and Gambling returns.	D	(A)
10	Ability to undertake website updates and maintenance.	D	(A)
11	Checking and maintaining statutory registers.	D	(A)
12	To chair user group meetings where appropriate, including arranging meetings, preparing agendas and recording minutes, notes and actions.	D	(A)

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
13	Detailed knowledge of the administrative, clerical and technical support needs of an Environmental Health Service	D	(A)(I)
14	Highly organised, methodical and analytical, and capable of making prompt, reasoned decisions to solve problems	E	(A)(I)
16	Proactive, negotiating and effective communication skills, with ability to deal diplomatically, build and maintain relationships with internal and external customers.	E	(A)(I)
17	I.T. literate, demonstrating enhanced understanding of specifically SharePoint, MS Office and Teams	E	(A)(I)(T)

18	Good organisational, time management and prioritisation skills when handling conflicting demands	E	(A)(I)
19	Excellent written and verbal communication skills to convey technical information, concepts or complex data to users with varying levels of technical in a format appropriate to the audience.	E	(I)
20	To work to identify improvement opportunities, such as better use of digital forms etc.	E	(A)

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
21	Willingness to undertake training and develop ICT skills which are applicable to the role as required.	E	(A)
22	Flexible and adaptable, willing to work out of core hours when required, including to restore or implement systems.	E	(I)