Corporate Systems Assistant

Job Description and Person Specification

Directorate:	Transformation & Change	Service:	Corporate Systems Team
Responsible to:	Corporate Systems and Contact Centre Manager	Responsible for:	N/A
Grade:	6		
Location:	Civic Centre		

Job Purpose:

To assist with managing the administration and development of various systems managed by the Corporate Systems Team.
Undertake scheduled and ad-hoc responsibilities on a daily, weekly, monthly and ad-hoc basis to support core business functions (NEC).

Key Tasks & Responsibilities:

- To manage the administrative processes associated with the maintenance and development of the Jadu Connect and Jadu Central systems.
- To maximise opportunities for moving services online in order to enable service users to fully "self-serve" and reduce administrative costs.
- To review and update existing processes with existing software managed by the Corporate Systems Team as the opportunity arises.
- To maintain data quality, integrity and security of data within software the Systems Team manage.
- To assist with incoming FOI requests and process.
- To consider FOI requests received in respect to software the Systems Team manage
- To assist with managing IDOX Uniform and EDRMS system administration when required.
- Provide training and support to system users across the council as required due to system upgrades/releases/development within the Systems Team's remit.
- Liaise with ICT re the resolution of system issues, and with software developers when required.
- Perform system administration of all NEC systems NEC including managing site content, forms, document templates, security roles, user administration, adding new landlords to portal.

- Undertake scheduled and ad-hoc responsibilities on a daily, weekly, monthly and ad-hoc basis to support core business functions. Including but not limited to daily bills; atlas files; cash reconciliations; sending payment files to banks (direct debit, refunds, housing benefit, debtor transactions), actioning bank reports; and assessing incoming direct debit requests and eligibility.
- Create and send SMS and written reminders to residents as required.
- Assist the Grants Administration and Systems Officer with processing and tracking applications for all grants and funding when required & associated administration to identify assisted households who have previously been awarded.
- Promote usage of Mail Metric and provide training to staff when required.
- Process incoming Green Waste subscriptions, including the dispatch of new stickers and resolve issues around payments.
- Assist in some Revenues and Benefits processes when required.
- To take an active role in developing software systems under the direction of the Corporate Systems and Contact Centre Manager.
- Handle incoming enquiries internally and externally relating to software managed by the team.
- To develop strong working relationships with colleagues in the council to enable collaborative problem solving.
- The post holder may be expected, upon request, to fulfil any duties commensurate with his/her grade and falling within his/her expertise.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

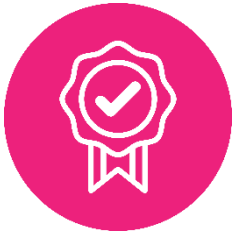| QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Level 2 English and Maths (equivalent to GCSE grades 9 to 4 or A* to C)	**Essential**	Application/Interview
Good general level of education	**Essential**	Application/Interview
ICT or Digital relevant qualification	**Desirable**	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to use various computer software systems and applications	**Desirable**	Application/Interview
Ability to learn how to develop/operate new software systems	**Essential**	Application/Interview
Ability to tutor other officers regarding the use of software applications	**Essential**	Application/Interview
Ability to work under pressure and to tight deadlines	**Essential**	Application/Interview
Ability to think creatively to resolve problems	**Desirable**	Application/Interview
Ability to project a positive and professional image of the Council at all times	**Essential**	Application/Interview
Ability to deal with council customers, both internal and external, on a "one to one" basis, both in person and over the phone, communicating in language they understand and accept	**Essential**	Application/Interview
Ability to provide refresher training as required to colleagues in respect of revenues and benefits administration	**Desirable**	Application/Interview
Maintain professionalism when dealing with sensitive issues including professional and courteous manner	**Essential**	Application/Interview
Ability to accept changes to working practices and procedures	**Essential**	Application/Interview
Ability to maintain client confidentiality	**Essential**	Application/Interview

Knowledge of current council system administration and services	**Desirable**	Application/Interview
Excellent communication skills	**Essential**	Application/Interview
Must be adaptable and self-motivated	**Essential**	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Previous experience and ability to work as part of a team	**Essential**	Application/Interview
Experience of working in a busy office environment	**Essential**	Application/Interview
Experience of working with multiple software systems across a wide range of departments	**Desirable**	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	**Essential**	Application/Interview
Regular and Reliable Service	**Essential**	Application/Interview
Demonstrate behaviours that support our values	**Essential**	Application/Interview

Our Values are key to delivering our vision, plans and strategies. All Behaviours listed are essential to the post.			
Professional	**Innovative**	**Collaborative**	**Customer focused**
In being professional we…	In being innovative we…	In being collaborative we…	In being customer focused we…

• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

➢ The council operates a strict non-smoking policy.

➢ Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: S Warren   **Date:** August 2025

Post Holder Signature: **Date:**