

JOB DESCRIPTION

Job Title: Operational Support Officer

Directorate & Section/Unit: Children's Services, Business Systems and Management Information Team

Reporting to: Systems Support Team Manager

Responsible for: NA

Salary Grade: Scale 3

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- To support core systems in operation across Worcestershire Children's Services and schools.
- To work within the Business Systems Team to support projects to PRINCE2 standards.
- To coordinate the data exchange process with schools, DfE and partners and to provide help and advice on all aspects of data exchange.
- Management and administration of access rights.
- Support upgrades to core systems.
- To gain expert knowledge on the operation of core Worcestershire Children's Services Systems (Capita One, CSP and Liquidlogic etc) to provide help and advice to users.
- To coordinate change control across Worcestershire Children's Services.
- General system administration.

Main Activities & Responsibilities:

- Coordinate data exchange process with schools and undertake associated tasks linked to data exchange i.e. data cleansing.
- To provide support to schools regarding data exchange and maintain the system.
- To liaise with IT staff as appropriate in order to support data systems.
- To gain an expert knowledge on the data exchange process and systems involved to provide help and guidance to schools.
- To deal with basic system administration functions of core systems i.e. Registration processes, setting up user accounts, generating new passwords etc.
- To maintain expert knowledge of core systems (Capita One, CSP and Liquidlogic etc).
- To provide help and advice to staff on the use of core systems.
- To maintain a log of all such calls.
- Maintain and support the school closure process.
- Maintain a log of non-curriculum school complaints generated from the website, respond and forward where necessary.

- Support general functions of the admin centre when required, i.e. postal duties, telephone enquiries, off site school visit co-ordination etc.
- Support Team Manager as required

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.

This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, NHS, Clinical Commissioning Groups, Healthcare Professionals, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents & pupils, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act

Author: Mike Lambert

Date of grading confirmation: **16th October 2015**

DChS/CQ-DJC073-PS

PERSON SPECIFICATION

Job Title: Operational Support Officer

Directorate & Section/Unit: Children's Services, Business Systems and Management Information Team

Salary Grade: Scale 3

EXPERIENCE:

It is **essential** that the postholder has:

- Knowledge of a customer service environment
- Experience of IT systems.

It is **desirable** that the postholder has:

- Experience of operating/maintaining databases

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the postholder has:

- Excellent interpersonal skills – ability to deal with staff at all levels within the Local Authority
- Excellent Communication skills, oral and written
- Ability to provide advice and guidance to schools and partners
- Ability to manage conflicting priorities
- Commitment to customer service
- Ability to work in a team environment
- Ability to work on own initiative.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the postholder has:

- NVQ Level 3 in relevant field or specialist technical qualification.

It is **desirable** that the postholder has:

- European Computer Driving Licence (ECDL)

ADDITIONAL INFORMATION

It is **essential** that the postholder has:

- Awareness of sensitive nature of work and need for confidentiality
- Ability to work flexibly
- Ability to travel throughout the County
- Commitment to personal development.
- Able to work under their own initiative
- A demonstrable ability to start and finish projects, programmes or plans
- The ability to work outside normal office hours
- Commitment to equal opportunity.

It is **desirable** that the postholder has/is:

- Energetic and enthusiastic.
- A strong belief in continuous improvement.