**Job Description**

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| Job Title: Systems Officer |
| POSCODE: |
| Grade: |

**Overall purpose of the job**

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

1. To work as part of the Systems and Service Development Team within the Revenues and Benefits Service, delivering a first class professional service to ensure revenues and benefits systems are set up and administered accurately and in accordance with relevant legislation.
2. To develop and support all computer systems used in Revenues and Benefits including assisting in identifying and developing new functionality.

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

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|  | **Main accountabilities** |
|  | Responsible for systems administration for all revenues and benefits systems, including:   * System security, user access * System set up, parameters and system development * Maintenance of scheduled jobs and investigation of job failures * System reconciliations * Testing of new software/system releases |
|  | To assist with managing and supporting functions for all computer systems used with the Revenues and Benefits and Payments including the regular maintenance and housekeeping of systems and databases and administration of the direct debit scheme. |
|  | To assist the Team Leaders and Senior Officers in ensuring that year-end procedures in respect of Council Tax, Business Rates, Housing Benefit and Council Tax Reduction are identified, planned and implemented to ensure that annual billing is undertaken effectively. |
|  | To evaluate the content and impact of software release notes and communicate complex information in a clear and understandable manner to non-technical colleagues. |
|  | To investigate system queries and issues raised by the revenues and benefits team, liaising with software suppliers as appropriate to ensure prompt resolution. |
|  | To assist in identification and development of new functionality within Revenues and Benefits processing systems, document management systems, customer portal and online forms as appropriate to enhance cost effectiveness, efficiency and improve customer service as appropriate. To include the co-ordination of upgrades and other software updates. |
|  | Liaise with IT in relation to systems issues, requests and development |
|  | To assist in preparing reports, statistics and data analysis on behalf of Revenues and Benefits and as part of the Systems and Service Development Team. |
|  | To assist in developing procedures, systems and practices and provide training and mentoring support to colleagues as required |
| 10. | To undertake any other duties that can reasonably be expected of the role and the level of responsibility. |

**Person Specification**

**Qualifications, knowledge, skills and experience**

Minimum level of qualifications required for this job

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| Qualifications Required | **Subject** | **Essential/**  **Desirable** |
| English and Maths GCSE grade C or above / Proven literacy and numeracy skills |  | **Essential** |
| Evidence of up to date knowledge of relevant legislation and best practice in Revenues & Benefits |  | **Essential** |
| IRRV Technician |  | **Desirable** |

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|  |  | Essential/Desirable |
| **Knowledge** |  |  |
| Legislation | Significant working knowledge of either Revenues or Benefits legislation and working practices with willingness to cross skill into the other. | Essential |
| IT Systems | Demonstrable knowledge and experience of Capita or Northgate Revenues and Benefits systems. | Essential |
| IT Skills | Sound IT skills including utilising PC software, Microsoft Office, inter/intra net and Web enabled technologies | Essential |
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| **Skills** |  |  |
|  | A high degree of numeracy and a high level of verbal and written communication skills with the ability to communicate with people at all levels including third parties such as auditors and software suppliers. | Essential |
|  | Excellent team-player and ability to work independently, prioritise own workloads and to adjust priorities to meet deadlines. | Essential |
|  | Aptitude for change and flexibility of approach/ ability to multi-task | Essential |
|  | Works accurately with a high attention to detail | Essential |
|  | Ability to problem solve and select appropriate method of analysing according to information and objectives; highlights issues and patterns taking account of all relevant facts and risks | Essential |
|  | Ability to take responsibility for resolving issues and adopt a flexible approach to work in terms of working hours and duties. | Essential |
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| **Equal opportunities** | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs | Essential |

**Disclosure level**

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| --- | --- | --- |
| What disclosure level is required for this post? | None | Standard |
| Enhanced | Enhanced with barred list checks |

**Work type**

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| What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is part flexible) | Fixed | Part Flexible | Field | Home |