

Job Description and Person Specification

Job details

Job title:	Regulatory Services Systems Administrator
Directorate and Service area:	Place and Economy / Regulatory Services
Grade:	4
Reports to:	Regulatory Services Administration Team Leader
Responsible for:	N/A
Directorate and Service area:	Place and Economy / Regulatory Services

Purpose of the job

To work with Regulatory Services Managers and the Regulatory Services Administration Team Leader to develop the IDOX Uniform case management database for Regulatory Services, provide training to all users and perform the role of system administrator for the system. Provide performance information as required and ensure that systems are efficient. Provide general Business Support services where necessary to support the team.

Principal responsibilities

1. Be responsible for the ongoing development and improvement of the IDOX Uniform case management system to meet the needs of Regulatory Services. Liaise with Service Managers within Regulatory Services and appropriate officers across the wider service using the same system, to ensure the system remains effective, efficient and meets the needs of the service.
2. Provide training on the IDOX Uniform case management system to all Regulatory Services users as necessary and provide support as required.
3. Produce performance information for service managers as required.
4. Have a working knowledge of Regulatory Services functions and responsibilities and be able to provide appropriate administrative support as required.
5. To oversee and co-ordinate the teams internet and intranet pages.
6. Provide business support services to internal and external customers.
7. Liaise regularly with other internal services to ensure that an efficient and effective service is provided for the Authority and its customers.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).

This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	• Educated to Level 3 standard and/or hold extensive experience of working as a case management system administrator in a local authority • Project, systems and business planning	
Experience and Knowledge	• Working knowledge of the work of Regulatory Services • Demonstrable experience of undertaking service support administrative functions • Highly computer literate with at least 2 years demonstrable experience and knowledge of using Environmental Health information management systems • Spreadsheet and database handling experience • Competent in dealing with the public	• Environmental Health database systems manager experience • In depth knowledge of IDOX Uniform
Ability and Skills	• Fluent in spoken and written English • Excellent verbal communication and presentation skills • Able to demonstrate skills in planning and organising • Ability to work as part of a team and manage own caseload • Developing, implementing and maintaining audit compliant systems • Self-motivated and able to work with minimum supervision	

Equal Opportunities	• Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		