



JOB DESCRIPTION

Job Title	Senior Systems Support Officer - LCS		
Directorate	Children, Families and Education		
Reporting to	Practice Support & Systems Development Team Manager		
Grade	11		
Evaluation ref:	AU0267	Job Family ref:	
Role Purpose			
To provide comprehensive Children's Services Systems user support to Children's Social Care, Family Intervention Service and all Somerset Council and Partner Agency users of these systems.			
Accountabilities			
Develops County-wide procedures and systems to meet the business needs of Children's Social Care (CSC), ensuring that the implications and processes are approved by senior social work managers.			
Ensures that changes to systems and processes are effectively documented and communicated across the service.			
Manages the Practice Support and Systems Development (PSSD) team on a day-to-day basis ensuring that support is available to all Children's Social Care staff at all times during the working day. Ensures that the team are providing support to CSC system users via telephone, email and, when necessary, a presence in area offices. Ensures that team members deliver a speedy resolution of issues and support to rectify recording errors, either by giving advice or using administrative tools to resolve errors.			
Directly manages 4 staff ensuring that induction, supervision and performance monitoring is effective and safe in terms of child protection.			
Ensures a timely response to requests for new CSC and business support staff to be set up with access to CSC recording systems.			
Responsible for ensuring that systems and processes are compliant with the Data Protection Act and that any data breaches are reported and managed appropriately in accordance with statutory guidance.			
Acts as Project Manager for CSC recording systems. Will involve leading multi-disciplinary teams, initiating actions and resolving project issues. Coordinates and / or chairs County meetings, as necessary, ensuring that appropriate actions are identified and clearly communicated.			
Project manages the implementation of LCS roadmap upgrades, approx. twice a year, ensuring that upgrades are tested and implications are fully understood.			



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Reviews and improves key systems, procedures and guidance ensuring that these keep up to date with technology and social work practice.

Develops systems to produce effective outputs to meet business needs and monitor and improve quality.

Ensures systems are documented, controlled and monitored by the creation of administrative and operational guidance.

Provides detailed specialist advice and makes recommendations to the Children's Social Care management groups on systems and processes.

Works with the IT Training Team to ensure effective and up to date training is provided for all staff in order that systems meet the needs of frontline services.

Participating member of the county wide Senior Admin Officers Group. Contributes to corporate and service wide business and administrative remodelling discussions and setting service expectations and standards. Ensures that the PSSD team contributes views to county wide user / focus groups.

Understands, upholds and promotes the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Knowledge of Microsoft Office applications (Word, Excel, and Outlook)	X	
Knowledge and understanding of Data Protection and GDPR		X
Understand the importance of discretion and maintaining confidentiality.	X	
Knowledge of System C Children's systems LCS, EHM and LIFT		X
Knowledge of other Microsoft Office applications e.g., MS Teams, SharePoint, PowerPoint		X



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Experience		
Experience of managing conflicting priorities and meeting challenging deadlines	X	
Experience of identifying, investigating, and resolving problems	X	
Administrative experience in an office/virtual environment.		X
Experience of developing business processes		X
Experience of administrating of IT Systems		X
Qualifications / Registrations / Certifications		
GCSE English and Mathematics C, Pass or equivalent	X	
5 GCSE Level A-C/ NVQ Level 3 or equivalent ECDL or equivalent IT qualification		X
Skills		
Ability to communicate clearly and simply both verbally and in writing.	X	
Self-motivated	X	
Ability to work alone and as part of a team and confidence to work with staff at all levels.	X	
Logical, systematic thinker	X	
Willingness to explore and learn new systems, functions etc. enquiring and inquisitive.	X	
Be able to follow predefined process and guidance and understand when it is necessary, or you need to seek advice.	X	
An understanding of importance of process, procedure, and guidance.		X
Effective and methodical organisation skills	X	
Work to a high standard of accuracy with attention to detail in checking own work and reviewing for colleagues.	X	
Working Conditions		
Dimensions of the role		



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Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: