



Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

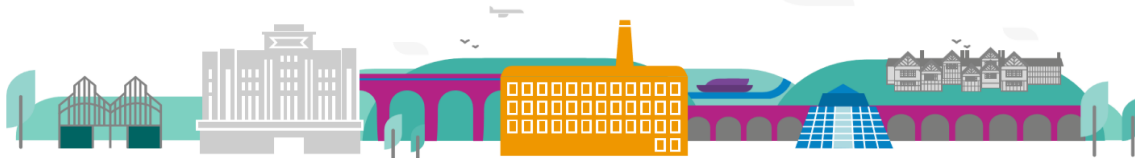
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





Ambitious Stockport, creating opportunities *for everyone*

About the Job

Role:	Reach Systems Admin Officer
Service Area:	Data Service
Directorate:	Corporate and Support Services
Salary Grade:	Scale 6

Main Purpose of the Job

As a Reach Systems Officer you will support the maintenance and development of ASC Systems which will include working closely with the Reach Service to understand their requirements and troubleshooting when problems arise.

Key Responsibilities

- Responding to IT tickets to support user issues on a variety of ASC systems including PASS and Office 365.
- Responds to issues requiring a broad understanding of Adult Social Care.
- Supporting with system developments, upgrades and testing.
- Working in collaboration with stakeholders to implement change or deliver projects
- Analysing data and reviewing processes to evaluate options and provide solutions to support wider strategic decision-making
- Experience in developing and maintaining training materials, delivering training sessions at all levels, and providing ongoing technical support.
- Resolves complex problems in a thorough and timely manner; use discretion and know who to go to in order to resolve issues and complete tasks.
- Regular analysis and interpretation of a variety of situations to determine the most appropriate course of an action, applying an appropriate approach based on experience and procedure.
- Through information gathering and analysis, identifies problems and develops solutions to complex problems.
- Taking into account research and best practice proactively updates manuals/procedures, training others as appropriate.
- Prioritises work, taking into account own work area and needs of larger work area.
- Work as part of team understanding and focusing on how the role supports the teams and departments priorities

- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.



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- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

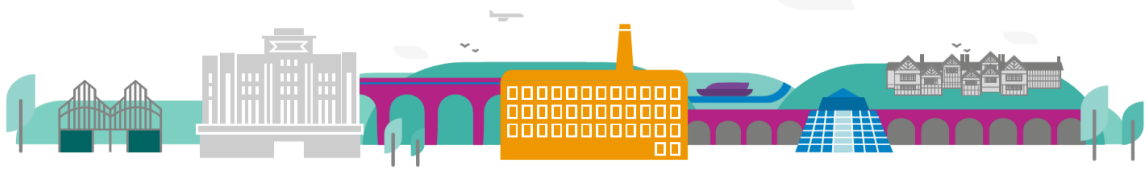
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Hold a Level 4 Data Analytics/systems qualification or equivalent (desirable) or be willing to work towards this.
- Good working knowledge of various IT systems, including configuration, setup, troubleshooting, and end-user support.
- Experience in designing and developing interactive dashboards and reports to support data-driven decision-making, using internal data analytical tools such as Power BI, Tableau and Excell
- Experience in implementing automation solutions to streamline processes, reduce errors, and improve efficiencies within the service
- Experience in Microsoft 365 and Power Platforms (SharePoint, Power Apps, Planner, Viso, Power BI, Forms)



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