

Application Support Officer

Role Profile

Service: Insights & Intelligence Service – Business Intelligence Unit
Band: Career Graded, Bands 3 to 5
Reporting to: Senior LL Systems Support Officer
Responsible for: Data Entry Support Assistants



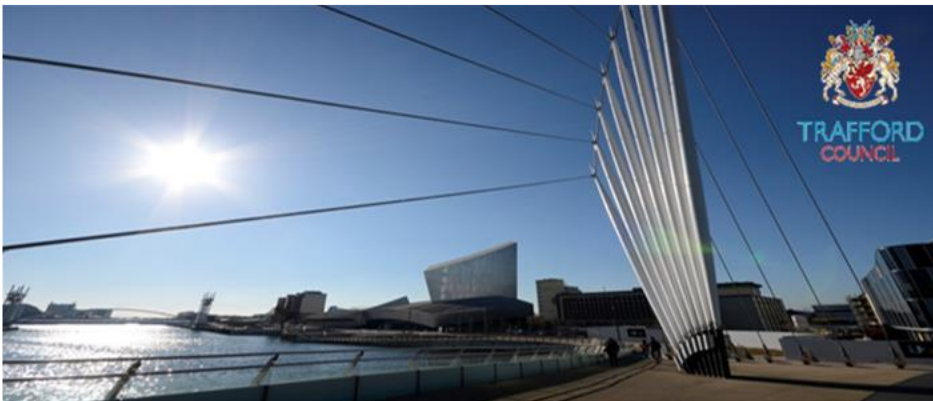
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Insights and Intelligence Service aim is 'building data analytics and insights to empower service users to make data-driven decisions with maximum efficiency.' Its mission is to:

- Enable service users to clearly understand their data and performance;
- Support decision making and intelligence led working.
- Deliver effective case management system support and development to LiquidLogic Adults, Children's, Early Help, Controcc, Core+, Integrated Finance Systems and Portals
- Provide robust and meaningful Business Intelligence, Data Visualisation, Intelligence Analysis, Operational Research, Insights and Policy Development
- Continued development of new and existing systems to support national and local requirements including scoping requirements, preparing business cases and aligning new processes

Your Main Priorities

- Provide first-line support for all issued raised in relation to all Liquidlogic, ContrOCC and Core+ systems and to follow through requests to a satisfactory resolution in a courteous, timely, and efficient manner.
- Provide 1-1 support on all systems to assist and respond to users and managers' requests for help.

Key duties

- Provide first-line support for all raised helpdesk issues in relation to Children's Social Care, Adults and Early Help Support, EYES and Controcc and to

follow through requests to a satisfactory resolution in a courteous, timely, and efficient manner.

- Log all calls and resolutions clearly and accurately and where necessary, escalate issues to second- and third-line support; liaise with the third-party support providers offering appropriate advice and feedback to users and follow issues through to a satisfactory resolution in a courteous, timely, and efficient manner.
- Support the service in the identification of problems in relation to accurate recording of information by working together with front line staff and business support.
- To participate in the user-testing cycles of new developments and releases in accordance with the departmental processes and policies.
- Assist with developing new forms across all applications including testing.
- Display a commitment to offering the highest level of service to all our customers and partners.
- Assist in analysing trends and underlying issues relating to helpdesk and produce reports outlining this information or such information requested by users or managers.
- Produce and store clear, transparent, realistic and understandable management information reports that will be credible to all stakeholders in order to monitor service delivery across the council.
- Assist in ensuring the return of all statistical and other data as appropriate in order to inform future service planning and delivery or benchmarking data as required.
- Support the implementation and continuous development of Liquidlogic systems across the organisation.
- Provide training and support to new users, and to existing users for new developments within the system. Support in the development of user guides and instructional videos to support system users.
- To provide on-site support to front line teams to facilitate the collection of accurate information.
- To support the interpretation of performance reports and assist in the development of action plans to improve performance and identify remedial action.
- Provide support to the Service to managing payments on SAP.
- To support the research and intelligence functions with the service to support the delivery of business intelligence.
- To work on a rota basis within and, when required outside core hours to ensure that System Support is effectively manned during core operating hours.
- Any other duties that may be required from time to time by the management team that is commensurate with the grade

About You

Qualifications and Professional Development

Bands 3, 4 & 5

- GCSE grades A-C in Mathematics and English Language
- ECDL (European Computer Driving License) or equivalent IT numeracy certificate

Experience and Knowledge

Band 3

- The ability to work under pressure and to handle difficult customers in a positive and confident manner.
- The ability to prioritise and escalate work schedules
- Experience of working as part of a team and liaising with internal departments and external bodies.
- Experience of inputting and maintaining systems and databases
- Extensive technical knowledge and the ability to use 'office application software' and ability to easily adopt to new systems changes.
- Experience supporting and developing one of these system areas: Liquidlogic LAS, LCS, EHM, ContrOCC, and/or Core+
- Detailed knowledge and understanding of legislation and practise within one of the specialist areas indicated
- A sound understanding of the purpose and operation of performance management function within local government environment

Band 4 (As Band 4 plus):

- Experience of using system administration tools in LiquidLogic, ContrOCC or Core+ to help investigate and resolve system recording issues raised by users.
- Experience supporting and developing two of these system areas: Liquidlogic LAS, LCS, EHM, ContrOCC, and/or Core+
- Detailed knowledge and understanding of legislation and practise within at least two of the specialist areas indicated
- 2 years' experience in a desktop support environment

Band 5 (As Band 4 plus):

- Experience supporting and developing all system areas: Liquidlogic LAS, LCS, EHM, ContrOCC, and/or Core+

- Detailed knowledge and understanding of legislation and practise across all the domains the service supports
- 4 years' experience in a desktop support environment
- Experience of quickly analysing complex problems and finding appropriate and timely solutions.
- Experience of configuration and development of Liquidlogic, including forms creation, workflow created, user set up.
- Experience of supporting in system upgrades and user acceptance testing.
- Experience of managing payments in SAP systems and ContrOCC –daily reconciliation, support commissioning with uprating and set up external provider payments.
- Experience support data quality and producing management information reports to support services.

Skills and abilities

Band 3

- Excellent ICT and numeracy skills.
- Excellent communications skills both written, verbal and electronic.
- High level interpersonal skills, with the ability to communicate effectively to a wide range of audiences over the telephone and face to face.
- Self-motivated with ability to prioritise and manage workload over extended periods, producing accurate work within deadlines and with minimal supervision.

Band 4 (As Band 3 plus):

- Proven ability to instigate and manage change effectively, helping to create a culture of continuous improvement in service delivery.
- Excellent communication and presentation skills with the ability to train and support new users joining the Council to use Liquidlogic applications.
- Ability to create user guides and training videos to support staff using the systems.
- Self-motivated with ability to prioritise and manage workload over extended periods with minimal supervision.
- Willingness to be adaptable and flexible to achieve the goals identified for the service.
- Team building and performance management skills.

Band 5 (As Band 4 plus):

- People management skills with ability to oversee the work of the System Support Officers (Bands 3-4), leading, motivating and coaching allocated staff to ensure all requests are resolved in a timely manner.
- Skills to lead training sessions and workshops to staff using the Liquiqlogic Systems.
- Ability to lead and recommend improvements across the organisation on data systems and processes.
- Proven ability to produce data in a format that will inform future service planning

Date prepared/revised	April 2021 / 26.6.23 transferred to new template only
Prepared/revised by	SH/CH
Job Evaluation	April 2021

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.