

Role profile

Job Title:	Data and Systems Officer
Department:	Adults' Services
Directorate:	Adults and Public Health

Grade:	7
Post no.:	64395
Location:	Perceval House minimum 2x days a week in the office

Role reports to:	Operational Data Lead
Direct reports:	
Indirect reports:	- Records and Administrative Officers - System "Super Users" - Care managers, Team and Service Managers - FWI Users Main customer index database users

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To support the Data, Systems and Performance function to maintain effective systems for electronic and paper records management within the division.
- To provide system administration for business systems and undertake all duties in accordance with statutory requirements, council policies and procedures
- To provide and ensure an efficient, effective, administrative, organisational, business and financial support function to the Data, Systems and Performance, Business Management Unit, Adults Older Persons and Disabilities Services teams.
- To support and undertake effective database IT management, archive and retrieval practices.
- To provide 1st level system administration function for the main customer index database.
- To assist in the resolution of customer requests, system or project issues
- To take ownership of customer requests, system or project issues and to progress them through to resolution in a timely and professional manner
- To support on-going improvements in data quality, performance management, system development, user awareness and competence.

- To assist with providing data to support operational staff within Adult Social Care
 - To support transformation of data into actionable insights
 - To assist in the implementation of new software programs, software version and configurations
 - Contribute to the delivery of service improvement, systems improvement, release management, acceptance testing and third line support. Acting as an expert system user, providing database administration, training and technical support across Social Care systems including main customer index database.
 - To work collaboratively with in-house/external suppliers, social workers, corporate data protection, corporate IT workers, department/corporate training and all areas of Adults' Business Management.
 - Provide support and training for systems, applications and hardware used within Adults Social Care, maximising investment in IT systems and hardware.
 - Support the delivery of timely and accurate management and operational information.
 - Provide a high level of customer care, telephone support and cover where needed.
 - To support and promote integration initiatives with Health partners.
 - To support the department with local implementation of the Corporate IT strategy.
- **Key accountabilities**
 - To act as the department's "Expert User" and Database Administrator", working with users, Super Users and Managers to identify and introduce ways to improve service delivery so as to ensure customer training and support needs are consistently met and to improve the way IT is used across the business. Acting as a liaison with Corporate IT departments.
 - To provide support to officers on the day-to-day use of the departments' IT systems, including adhoc training and technical support.
 - To provide a 1st line system administration function for IT systems across Social Care, ensuring that queries are dealt with efficiently within service level agreements. Where required passing on queries to 2nd/3rd line support functions and following these through to resolution.
 - To support implementation of good records management and recording practices
 - To maintain systems security including user creation, deletion and amendments.
 - To support with the maintenance and integrity of the Division's customer index database by merging duplicate records, updating details and undertaking any other maintenance required on the system

- To support data cleansing programmes, supervising officers involved in data cleansing activities, and members of social work teams. Being responsible for reports to assist with these activities.
- To support the production of management information reports across Adults' Social Care. Provide GAP analysis of this, supporting the analysis of user and performance information.
- To ensure the collation of quality data from operational activities of Adults' Social Care and to provide analytical support for the use of this data as performance information.
- To support the audits on the customer index user base to ensure system integrity and security, ensuring that the output from the audit reports are reviewed and acted upon.
- To take ownership of customer requests and to progress them through to resolution in a timely and professional manner.
- To promote and support implementation of all Data Protection policies and procedures.
- To review documentation including training material and user systems procedures using departmental standards.
- To work with the IT teams and the business units to identify and deliver effective services to the customer base; including providing application support and training.
- Refer and monitor incidents and problems relating to specialist applications and software and supporting infrastructure. Liaise with and coordinate the appropriate parties in order to manage the incidents and problems through to resolution.
- To carry out any broadly similar duties from time to time as may be required

Key performance indicators

- DoH – CLD, ASCOF and OFLOG
- Ealing Councils KPIs and local targets

Key relationships (internal and external)

- Internal users within Adults' Services
- Team members within the Business Support Group
- Internal/external Suppliers of IT services and products

Authority level

- Responsible for database support and training.

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Candidates, please address the criteria marked with () only in your application. Please give examples**

Essential knowledge, skills and abilities

1. **Knowledge of legislation relevant to the purchase and provision of social care e.g. the Community Care Act and Care Standards Act.
2. **Ability to interpret operational requirements into technical system specifications and then proceed to develop and implement them.
3. **Extensive administrative experience in providing excellent and dedicated report writing and perpetual support to senior management.
4. **Excellent negotiating and interpersonal skills, with knowledge of strong planning and organisational techniques.
5. **Effective communication skills, with the proven ability to present information to a diverse range of internal and external audiences using the appropriate format.
6. **Strong analytical skills, understanding of quantitative analysis techniques and the ability to research, understand and interpret written and statistical information. (To be tested)
7. **Excellent attention to detail and an ability to work with detailed commissioning and financial data.
8. **Ability to manage and prioritise workloads, working effectively to often fluctuating and shifting priorities.
9. **Proven ability to provide a dedicated and flexible training function across

multiple systems with evidence of planning and personally delivering of training programme.

10. ******Proven day to day experience of face to face dealings with Adult Social Care customers, managing difficult situations with positive outcomes for customers. Additionally experience of telephone and written communication with customers within Adults.
11. Proven ability to maintain composure and deliver a professional service when customers become difficult, abusive or distressed.
12. An understanding of Adult Services' processes and procedures
13. Demonstrate ability to support the delivery of sustained improvements in performance, quality, and value for money and customer satisfaction.
14. Influencing and negotiating skills to develop and participate in partnerships and coalitions with a wide range of internal and external colleagues.
15. Ability to deal with enquiries from staff, public, members and other agencies having regard to the Council's Equal Opportunities and Customer Care Policies.

Essential qualification(s) and experience

1. Experience extracting IT system data and then using and manipulation of that data to produce management or operational reports (To be tested).
2. Experience of dealing with Data Protection issues and relevant strategic information management issues within a social services context
3. Previous experience of working in a Health or Social Care setting.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards