

Job Title: Information and Systems Support Officer

Grade: 5 GRADE

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

The core purpose of Culture, Rural and Safer Communities is to encourage and enable Staffordshire communities to be active, creative and engaged within safe, sustainable, accessible and culturally rich and diverse environments.

Within this division, the Library Service is a 'statutory service' and is delivered across the County via 43 static libraries and a mobile library service. Our libraries are open for a total of 1,582 hours per week, attract nearly 5 million visits a year and issue 4.5million loan items.

The prison library service, which is externally funded, is delivered to 4 adult prisons and 3 young offender institutes in the County.

Within Staffordshire, the Library Service contributes to delivering literacy, life skills and digital inclusion, supporting the delivery of Staffordshire's Education and Skills strategy and our agenda for increasing aspiration.

The library, as a community asset, and our offer are embedded within the Corporate People helping People agenda, the Place Based approach and enable communities to take responsibility for #DoingOurBit.

The priorities for this service area are to:

- Support communities and individuals to take an active role in managing and delivering their local libraries
- Deliver an Arts offer to Staffordshire communities to widen participation in arts and culture
- Manage and deliver the statutory library service – ensuring increased engagement and programmes of activity which promote literacy, learning, prosperity and wellbeing within communities

Reporting Relationships

Responsible to: Libraries Business Support Manager

Responsible for:

Role Purpose: The production and analysis of performance information. Systems support for the Library Management System

Key Accountabilities:

- 1.** Produce reliable, accurate, timely and comparable performance information to meet the corporate and business needs of the organisation and external organisations such as CIPFA and Libraries Connected – National reporting organisations.
- 2.** Collate and analyse data from management systems to produce reports and facilitate continuously developing services.
- 3.** Ensure all data collection and statistical reports have a clear audit trail in line with corporate policies.
- 4.** Assist with the implementation of customer engagement surveys, collate, and analyse data and present results to the Business Support Manager and the Library Management Team – verbally, electronically and in written format as required.
- 5.** Design and implement processes and procedures to retrieve performance data.
- 6.** Develop effective practices with the Library Management System Supplier, to assist the Business Support Manager, to ensure system changes and queries are dealt with.
- 7.** Led by the Business Support Manager participate in web authoring and editing of SharePoint Intranet to ensure that information for library staff is accurate and up to date.
- 8.** Contribute to the overall performance of the Libraries & Arts Service through personal performance, co-operation with volunteers, partners and the wider County Council.
- 9.** Achieve the personal and service targets and objectives as agreed on an annual basis with the Business Support Manager
- 10.** Undertake other tasks consistent with the grade of the post, as may be required from time to time.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
 *	Qualifications <ul style="list-style-type: none"> English and mathematics to GCSE Grade C or above/ "O" level or equivalent 	A
 * * * * * * * *	Knowledge and Experience <ul style="list-style-type: none"> Experience of collating, analysing and interpreting statistics Experience of utilizing data and management information systems to inform the performance management function. Demonstrate a high standard of literacy, numeracy and accuracy. Ability to work unsupervised as well as part of a team. Ability to work effectively and accurately under pressure. Ability to prioritise work to meet timescales. Flexible approach to the duties required. Demonstrate an understanding and commitment to a customer focused enforcement and service. 	A A/I T A/I A/I T I A/I
 * * * * *	Skills <ul style="list-style-type: none"> Ability to use a wide range of IT packages including Advanced Excel Ability to present data to different audiences. Good communication skills Enthusiasm and commitment This post is designated as a casual car user 	A/T I I I A



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting:

Liberata Employee Services Team on 01905 947446