Care Systems Officer  
Grade 9

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

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, 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 structure of Health and Care provides a clear focus on 3 defined areas of work:

1. Public Health and Prevention
2. Adult Social Work and Safeguarding
3. Care Commissioning

## This job plays a key role within the wider Social Work and Safeguarding team.

Under the direction of the Care Systems Development Lead, the Care Systems Officer will work across Staffordshire and associated external partner organisations. They will, predominantly but not exclusively, assist in the operational management of Care Director. They may be required to work in one of the team’s specialist areas of Practitioner Support or Technical Support and will assist service areas on the development and management of the Care Director system and other systems.

Reporting Relationships:

Responsible to: Care Systems Development Lead

**Responsible for:** N/A

Key Accountabilities:

1. Developing and delivering system processes, forms and technical specifications that support business policies and procedures in line with legislative and service initiatives.

2. Providing system support to end users across service areas, including advice and guidance, investigation, problem resolution and all aspects of training on the system.

3. Supporting the service’s super users including coordination and chairing at super user meetings/forums as required. Acting as a central point and resolving ongoing user issues.

4. Coordinating and undertaking configuration as part of Care Director change and release management process.

5. Leading and providing specialist advice to managers on Care Director functionality and its impact on a diverse range of business management issues across a range of service areas.

6. Maintain documentation procedures to ensure that services are fully understood, and sustainable ensuring that any changes made through agreed Change Control processes are reflected.

7. Ensure that new users to the organisation are set up correctly and that training is coordinated to ensure full benefits are exploited.

8. The post holder will be required to work normal office hours to ensure an effective service is offered to system users and evenings and weekends on some occasions to provide maintenance and upgrades to systems outside normal working hours.

9. To undertake any other duties required, which are commensurate with the grading of the post.

**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

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Educated to degree standard or possess an equivalent professional qualification or 2 years relevant experience (minimum). | A/I |
| **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Experience of delivering change both within a technical framework and at an organisational/ people management level. * Experience of working with a variety of agencies/organisations and staff at all levels. * Experience of working within project management disciplines and utilising their methodologies. * Evidential experience of developing service standards, specifications and performance standards. · Experience of managing and motivating staff to achieve maximum potential. | A/I  A/I  A/I  A/I |

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| **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small**  **employer_small** | **Skills**   * Excellent communication, negotiation and interpersonal skills with ability to prepare and present clear and concisely to all audiences. * Ability to analyse complex facts or situations, interpret and translate into practical coherent advice. * Proactive approach to problem solving. * Ability to use resources flexibly and creatively. * Ability to manage own work to meet deadlines. * Excellent IT skills. * Ability to travel to various locations as required both within Staffordshire and outside of the county. Special arrangements can apply for people with disabilities. | A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**employer_small** 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 **Shared Services on 01905 947446**

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