 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance and Business Services		Service Area: Revenues and Benefits	
JOB TITLE: System Administration Assistant			
GRADE: D			
REPORTING TO: System Administration Team Leader			
1.	JOB SUMMARY: To be a member of the Systems and Service Development team providing general and technical administrative support to the Revenues and Benefits service.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To be responsible for ordering all stationery and supplies for the service and ensuring goods are received.	
	2.	To provide administrative support relating to the Service's activities, including recording and processing incoming invoices.	
	3.	To be responsible for acknowledging and responding to basic e-mail enquiries for the Service, including importing and indexing of emails where appropriate. More complex enquiries should be referred to the relevant officer using the Document Management System.	
	4.	To be responsible for and responding to enquiries under the Data Protection and Empty Homes Acts; any enquiries that are not straightforward should be referred to the System Administration Officer or Team Leader.	
	5	To assist in processing the Council's claims in bankruptcy and liquidation cases.	
	6	To maintain suspense accounts including the investigation of unallocated payments and posting them to the correct account.	
	7	To assist in the preparation, checking and reconciliation of all system produced documentation including bills, benefit notifications, recovery and enforcement notices.	
	8	To assist in dealing with output from the Direct Debit submissions including the issue of refer to payer letters and recalculating instalments for bills.	
	9	To liaise with external agencies and other sections and departments within the Council on matters affecting the Revenues and Benefits service.	
	10	To assist in the training and development of staff and undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post	
	11	To ensure a culture of co-operation and effective joint working is maintained and ensure the service is customer focussed.	
3.	GENERAL Specific service, team and individual objectives are detailed in the Service and Business Unit Plans		

Job Evaluation - This job description has been compiled to inform and evaluate the grade of D using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Council Values, Behaviour Framework, Code of Conduct - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.


Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures - The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Julie Auffret		October 2016
Job Description agreed by: (Post holder)			

Job Description dated October 2016

PERSON SPECIFICATION

Job Title/Grade	Systems Administration Assistant / Grade D	
Directorate / Service Area	Finance and Business Services/ Revenues and Benefits	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> NQF level 2 qualification or the equivalent level of knowledge gained through substantial demonstrable direct work experience. 	<ul style="list-style-type: none"> Qualification in Customer Services At least 5 GCSE's including Maths and English at grade C (or equivalent). 	Application form
Experience	<ul style="list-style-type: none"> Experience of working within an office environment. Experience of working within a team 	<ul style="list-style-type: none"> Experience of giving advice and information to the public over the telephone and by letter/email. 	Application / Interview
Skills	<ul style="list-style-type: none"> Ability to record and process data accurately. Ability to work to deadlines. Good communication skills. General ICT skills. 		

Specific behaviours relevant to the post	<ul style="list-style-type: none">• Demonstrate the Council's Behaviours which underpin the Culture Statement.• Promote positivity.	<ul style="list-style-type: none">• Enthusiastic	Application / Interview
Other requirements			

Person Specification dated October 2016