**JOB DESCRIPTION**

CHILDREN’S & JOINT COMMISSIONING DEPARTMENT

**JOB TITLE:** System Training & Support Officer

**DIVISION:** Commissioning & Performance Management Team

**GRADE:** Band 8

**RESPONSIBLE TO:** Senior Performance & Information Analyst

**POST REFERENCE:**  107756

**Purpose of Post**

To support the Commissioning & Performance Manager (Adults) in the implementation and development of information systems including but not limited carefirst 7 and Controcc.

To provide administrative support to the Commissioning & Performance Team.

All staff will be expected to interpret their role in the context of the vision, values, strategies, objectives and aims of the Children’s & Joint Commissioning Department, and in the broader context of the Council and its partners. In carrying out their role they will be contributing to the development and implementation of national and local policy.

Staff will also be expected to contribute constructively to continuous improvement in terms of performance, outcomes, cost and quality. They will promote positive team working with colleagues across the Council, and work in partnership with staff from other departments, agencies, representatives of users and carers, and elected Members as required.

**Key Relationships**

All staff will be expected to promote team working within their particular staff group/service area but also across the Department as a whole, with corporate colleagues, with staff from other agencies and representative groups and working with elected Members as appropriate.

Additionally, key relationships for this post will be:

* Departmental staff and management team
* Corporate ICT staff & the councils strategic IT partner
* Systems software suppliers
* Corporate Finance Team
* Staff from other Departments within the Council
* Health staff working in joint teams and services
* Partner organisations, including private providers of care, voluntary organisations, health organisations, central government etc.

**Main Duties and Responsibilities**

1. Provide administrative support including scheduling and organising meetings and taking and distribution of minutes.
2. Provide advice, support, guidance and training to colleagues within the department in relation to processes and procedures, concepts and principles of various information systems eg. Carefirst 7 and Contocc.
3. Maintain computerised records and databases including data input (e.g. Carefirst 7, CONTROCC, Integra, Call Confirm, Affinity).
4. Assist the Senior Performance & Information Analyst in the preparation of the training programme, process maps and guidance documents relating to Carefirst 7 and any other IT system within the social care arena.
5. Under the supervision and guidance of the Senior Performance & Information Analyst work with colleagues to engender improvements in information management systems within Carefirst 7
6. In conjunction and with support from Senior Performance & Information Analyst project manage specific programmes of activity at a level commensurate with the grading of the post.
7. Assess, investigate and provide a response to queries in relation to information systems
8. Produce reports and information in a range of formats
9. Operate, and on occasion, demonstrate to colleagues, specific ICT software packages e.g. word processing packages, databases, spreadsheets, specialist and bespoke software, including relevant online tools and applications
10. Any other duties of a related nature which might be reasonably required by the Commissioning & Performance Manager (Adults).

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: August 2021

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**