**PERSON SPECIFICATION: System Training & Support Officer POST REFERENCE: 107756**

**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.**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| **Educational/vocational/ occupational qualifications and/or training**  **Specific qualifications (or equivalents)** | NVQ 3 Business Admin (**or equivalent**) (F) | Evidence of continuous personal development (F) |
| **Work or other relevant experience** | To be able to demonstrate experience of :   * Collating information and presenting the information in a variety of formats (F) (I) * Working with other individuals and organisations in a co-operative way (F) (I) * working in an administrative support role (F / I) * minute taking | * Social Services experience (F). * Specific knowledge of current systems eg. CareFirst, controcc * Recent experience of dealing with large, complex database/ information systems (I)(F). |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| **Skills, abilities, knowledge and competencies** | * Good verbal and written communication skills (F) (I) * Able to use & support others to use information technology appropriately including relevant online tools and applications (F) (I) * Can exchange complicated information clearly and in an appropriate manner (F / I) * Competent in the use of systems for inputting and managing data (I) * Able to independently assess, investigate and provide a response to queries received (I) * Can organise and priorities workload to effectively perform tasks within specific timescales (I) * IT Skills e.g. Microsoft Office, Excel including recording and maintaining information (F) (I) * Excellent keyboard skills and the ability to input large volumes of data quickly and accurately to meet tight deadlines (F) * Confident in delivering training to a range of audiences eg social workers, team clerks, finance colleagues etc (F) (I) | tieodeo   * Problem solving/analytical ability (F)(I). * Experience of delivering training (F) (I) | |
| **General competencies** | * To work on own initiative (F) (I) * Proven ability to work effectively as part of a team (F) (I) * Demonstrates a reliable, flexible, “can do” attitude towards meeting the varying workload of the role (I/R) |  | |
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**On-going Training Requirements**

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

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| **Mandatory/Essential Training** | **Frequency** |
| Corporate Induction  Data Security & Protection Toolkit  Introduction to Systems (including Carefirst, Controcc, Iclipse, Call Confirm, Affinity)  Information Governance & GDPR  Principles of Safeguarding  Equality & Diversity  Principles of Confidentiality | On commencement of employment  On commencement of employment  On commencement of employment and on system upgrades  Annual  On commencement of employment  On commencement of employment  On commencement of employment |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary.