

Ref No: BD28

Closing Date: 14/10/2011

(Please quote this reference number on all correspondence)



INFORMATION TECHNOLOGY, MANAGEMENT & GOVERNANCE

JOB DESCRIPTION

Identification

JOB TITLE:	Performance & Systems Officer
GRADE:	F SCP 25-29
SECTION:	Performance & Systems
DEPARTMENT:	Information Technology, Management & Governance
RESPONSIBLE TO:	Performance & Systems Manager

JOB PURPOSE

1. To provide accurate and timely Management information to both internal and external stakeholders of Adult Social Care.
2. To support the department performance through the provision of data quality reporting, highlighting areas of concern/ improvement to ASC Management.
3. Preparation of DOH Returns, ensuring all required information is delivered through accurate data collection via the Adult Social Care software system.
4. System Administration of the Adult Social Care software system.
5. System User testing, upgrade validation delivery of software training.

MAIN TASKS

1. To participate as a member of the Informatics Team and to maintain high professional standards and a quality Informatics Support Service to Adult Social Care.
2. To manage own workload and prioritise activities in line with business requirements.

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3. Providing accurate and timely Management information on clients and providers through the ASC Software systems.
4. To work as part of a team and support team colleagues while ensuring own priorities are actioned and daily workloads are managed.
5. Identify own training needs and proactively share with line Management.
6. To identify requirements for the DOH Returns, including an understanding of all definitions for data returns and performance indicators.
7. Identify areas where failure to correct errors may adversely affect the departments ability give inaccurate returns to the DOH.
8. Ensure Annual returns are set and achieved to National deadlines that are then published nationally along with other Local Authorities.
9. Report to Senior Managers areas of concern, highlighting performance that falls below the threshold set by Commission for Social Care Inspection.
10. Ad-hoc reporting as required and requested through the Councils Request for Information System.
11. Assisting the evaluation of new releases of the ASC software system, including writing scripts, carrying out regression and user testing.
12. Assisting in the production of new user guides for the ASC software systems and providing support for various teams across ASC with new system processes.
13. Participate in team meeting and share best practice and areas of business risk and share with colleagues and line Management.
14. Maintain personnel and professional development which would benefit both the individual and the service and undertake agreed training, reporting, as appropriate on the points of practice learned.
15. Undertake all duties with regard for all relevant policies and procedures.

Note:

"Abide by the objectives and targets of both the Section and the Department, and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records."

"Fulfil personal requirements where appropriate with regard to Council's policies and procedures, particularly Health and Safety, Equal Opportunities,

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Customer Care, Emergency Evacuation, Security Work Standards and promotion of the Council's Strategic Objectives."

"This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future."

"As a general term of employment, the Council may effect any necessary change in job content, or may require the postholder to undertake other duties, at any location in the Council's service, provided that such changes are appropriate to the employee's remuneration and status"

"As a term of your contract of employment, the Council reserves the right to vary your hours of work and require you to work outside the range of your 'typical working arrangements' specified in your Statement of Particulars. This will also include weekend working. The Council reserves the right at its discretion to effect this condition of your employment. Should this be necessary you will be given reasonable notice of any proposed changes.