Tier 5/ Synergy Systems Officer, Scale E

Directorate: Service area:	Communities Education Services
Accountable to:	Tier 4b Synergy Business Specialist
Accountable for:	N/A
Politically restricted post	No
Delivery teams:	N/A
Grade:	Scale E (£19,312 - £19,698)

Context

You will play an active role as part of our Synergy business team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will work collaboratively with your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

Specific role assignment

Delivery responsibilities	 Provide administrative support as required as part of the Synergy application support team
	 To operate complex administrative systems and procedures within the team that specifically supports the operation of the service area
	 Independently interpret and analyse data administration process ensuring they maintain a high standard of data quality
	 Report unforeseen or exceptional events to supervisor.
	 Carry out and observe all associated administrative and clerical procedures.
	 Following agreed procedures and under supervision, receives and handles requests for information, and provides routine advice to users on systems, products and services which are available to them.
	Under supervision assists users to make more

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Desirable Experience	Previous experience of supporting the Synergy Application
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	Education ManagementSchools and AcademiesSystem end users

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values - The Warwickshire DNA











High performing

Collaborative

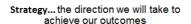
Customer focused

Accountable

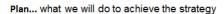
Trustworthy

Our Behaviours











Commissioning...the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery..providing services to our customers

