Job Description
For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Systems Superuser and Information Officer	JEID	R0349
Salary Grade:	G		
Team:	School Admissions		
Service Area:	Business Support		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Lead - Admissions		
Responsible for:	NA		

Role Purpose

The post holder will work as part of a team delivering school admissions services for Warwickshire County Council. They will provide the team with technical expertise in relation to the systems used by the team, ensuring they are being used to best effect. The role holder will help the team to achieve good data quality, deliver user training, to troubleshoot to resolve system issues and to ensure that our business processes are robust from a systems perspective.

Role Responsibilities

To act as first line of support for colleagues using Synergy and other relevant systems and platforms in delivering School Admissions activities. The person in role should be able to take care of user requests concerning the operating system and any standard operating tools.

To learn and understand key admissions business processes, so person in role can understand system functionality, issues and opportunities from the perspective of the user, and use this insight to deliver positive change.

To lead on understanding user requirements, and plan and deliver training for users accordingly to ensure the team is using the system to its maximum capability, and in a way that is consistent with agreed processes. Training will include updating on changes as well as training new staff.

To lead on routine, operational admissions tasks in the Synergy system and other relevant systems as required, to contribute to the smooth running of the School Admissions Function. Examples include running

reports; fixing errors; adding, importing and updating records; creating, reviewing and uploading documentation; adding rules and criteria.

To lead on test upgrades, new processes and other changes within the system before they go live, to give assurance that the functionality is there and understood at the point of handing over to users delivering business as usual activities.

To act as first point of contact for team colleagues on any ICT issues, providing them with technical support. Where issues cannot be resolved by the role holder, to act as liaison between service and ICT colleagues.

To respond to queries from external service users, such as parents and Schools, regarding any technical difficulties they experience when interacting with any Admissions related systems, providing assistance and support to resolve issues as necessary.

To develop and maintain working relationships with Synergy helpdesk; ICT colleagues; equivalent superusers at other authorities and working groups organised by the systems providers (to update skills, exchange learning; keep abreast of best practice).

Facilitate the reporting of information to managers and stakeholders ensuring accurate data is provided; and to develop a reporting plan which provides managers with consistent and timely information.
To provide technical expertise and support to project work associated with systems improvements for the Admissions Service, delivering improvements for users and customer focused activities.

To lead on arranging end user communication as necessary to keep them informed of changes, maintenance and best practice.

To document, maintain and regularly review business processes. To analyse, understand and report on the impact of process changes.

To monitor performance of the system, and the way colleagues use the system, using any insight gained to inform further development and training requirements.

To take the lead on scheduling relevant jobs, and to do this in a way that causes minimum disruption to the end user and service deliver.

To use GIS Systems to access, amend and provide data to enable the accurate processing of school applications and data requests including geocoding and production of maps.

To monitor the Parent Portal, to provide usage statistics, to support with user queries and to advise on and support delivery of any improvements

Work with other Local Authorities, securely sharing operational information, complex application files and relevant data as necessary to enable efficient delivery of the School Admissions activities.

To provide information via Statutory Returns to the Department of Education, liaising where necessary to correct any issues they may raise.

Facilitate the provision of data and information to support responses to complaints, FOIs, Subject Access Requests and similar.

Ensure that cases where children may be at risk of missing education and or other safeguarding matters are recorded and referred in line with policies and processes.

Ensuring pupil data is complete and correctly entered onto relevant systems to enable the single view of the child.

Ensure confidentiality of data in line with GDPR regulations

Undertake additional duties or projects from time to time, as necessary and as appropriate for the grade and role

Work flexibly and participate as required in team rotas to ensure all enquiries into the team by telephone or in writing are responded to within our service standards.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
Experience of Systems Administration (including large scale databases), liaison with system suppliers and providing front-line IT support to users	A, I
Experience of working with a variety of systems and able to learn how to work with new systems to best effect at pace.	A, I
Experience in the development and implementation of standards, procedures and guidelines as they apply to systems that support operational processes.	A, I
Experience of delivering systems training in both a 121 setting and to a larger group of people	A, I
Experience of extracting, manipulating and independently interpreting and analysing information that underpin statutory processes	A, I
Highly literate and numerate with experience of researching, collecting, collating, analysing and presenting large data sets in a variety of formats tailored for a range of audiences.	A, I
Detail orientated, and able to demonstrate attention to detail and accuracy when working with large data sets.	A, I
Excellent English oral and written communication skills	A, I
Excellent organisational skills and the ability to prioritise work according to business needs and operational risks	A, I
Ability to use own initiative to respond independently to difficult problems and unexpected situations and to work under pressure including meeting deadlines and dealing with interruption.	A, I

Ability to work with colleagues to share knowledge and maximise the use of ICT to enable efficient and effective service delivery.	A, I
Able to demonstrate strong analytical and problem solving skills.	A, I

Desirable Criteria   Assessed By:

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore

not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	