

(Tier 5) Synergy Systems Officer

Tier 5/ Synergy Systems Officer, Scale E

Directorate:	Communities
Service area:	Education Services
Accountable to:	Tier 4b Synergy Business Specialist
Accountable for:	N/A
Politically restricted post	No
Delivery teams:	N/A
Grade:	Scale E (£19,650 - £20,043)

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	<ul style="list-style-type: none">• 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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	<p>effective use of systems, products and services, making initial diagnosis of problems and advising known solutions where applicable.</p> <ul style="list-style-type: none">• Assist with system upgrades and new system/module implementations• Assist with system testing as required
Key business measures	All school aged children living in Warwickshire will be on a school roll or currently known to WCC Education Services
Statutory responsibilities <i>(if applicable)</i>	Not applicable
Specific experience	<ul style="list-style-type: none">• Systems administration experience• Experience of handling confidential information• Experience of providing information and advice including the ability to communicate sensitive information with varied audiences• Experience of contributing to the development of policies and procedures• The ability to organise own workload effectively and decide priorities• The ability to assist with system upgrades and new system/module implementations• The ability to assist with system testing as required

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Desirable Experience	<ul style="list-style-type: none">• Previous experience of supporting the Synergy Application
Budget responsibility	Not applicable
FTE responsibility (line management)	Not applicable
Key stakeholder relationships	<ul style="list-style-type: none">• Education Management• Schools and Academies• System end users

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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



Our Behaviours



Strategy... the direction we will take to achieve our outcomes

Plan... what we will do to achieve the strategy

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

