

## Role profile

<b>Job Title:</b>	Records and Systems Officer	<b>Grade:</b>	7
<b>Department:</b>	Adults' Services	<b>Post no.:</b>	64546
<b>Directorate:</b>	Adults and Public Health	<b>Location:</b>	Perceval House and other satellite sites Minimum 2 x days a week in the office

<b>Role reports to:</b>	Senior Records Support Officer
<b>Direct reports:</b>	
<b>Indirect reports:</b>	<ul style="list-style-type: none"> <li>• Records and Administrative Officers</li> <li>• System "Super Users"</li> <li>• Care managers, Team and Service Managers</li> <li>• FWI Users</li> <li>• Main customer index database users</li> </ul>

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

- To support the Data, Systems and Performance function to maintain effective systems for electronic and paper records management within the division.
- To assist with compliance and monitoring of files and records management procedures and practice.
- To provide system administration for business systems and undertake all duties in accordance with statutory requirements, council policies and procedures
- To provide and ensure an efficient, effective, administrative, organizational and business support function to the Data, Systems and Performance, Business Management Unit, Adults Older Persons and Disabilities Services teams.
- To support and undertake effective database IT management, archive and retrieval practices.
- To provide 1<sup>st</sup> level system administration function for the main customer index database.
- To assist in the resolution of customer requests, system or project issues
- To take ownership of customer requests, system or project issues and to progress them through to resolution in a timely and professional manner
- To support on-going improvements in data quality, performance management, system development, user awareness, audits and compliance.
- Contribute to the delivery of service improvement, systems improvement, release

management, acceptance testing and third line support and knowledge base. Acting as an expert system user, providing database administration, training and technical support across Social Care including main customer index database.

- To work collaboratively with in-house/external suppliers, social workers, corporate data protection, corporate IT workers, department/corporate training and all areas of Adults Business Management.
- Provide support and training for systems, applications and hardware used within Adults Social Care, maximising investment in IT systems and hardware.
- Responsible for inputting and maintaining data on the departments' Registers' including the Certificate for Visual Impairment.
- Responsible for the preparation of information requested through a Subject Access Request (SAR), deceased Freedom of Information (FOI), Disclosure requests (DR) or any other request of a Legal nature.
- To be able to advise and support the business in relation to information requests as needed.
- Act as an expert system user, providing database administration, training and technical support across Social Care main customer index database.
- Provide a high level of customer care, telephone support and attend meetings as requested.
- To support the department with local implementation of the Corporate IT strategy.

### **.Key accountabilities**

1. To act as the department's "Expert User" and Database Administrator", To work with users, Super Users and Managers to identify and introduce ways to improve service delivery so as to ensure customer training and support needs are consistently met and to improve the way IT is used across the business.
2. To provide support to officers on the day-to-day use of the departments' IT systems, including adhoc training and technical support.
3. To provide a 1<sup>st</sup> line system administration function for IT systems across Social Care, ensuring that queries are dealt with efficiently within service level agreements. Where required passing on queries to 2<sup>nd</sup>/3<sup>rd</sup> line support functions and following these through to resolution.
4. To support implementation of good records management and recording practices.
5. To maintain systems security including user creation, deletion and amendments.
6. To assist with ensuring the accurate maintenance of service filing systems and registers.
7. To promote and support implementation of all Data Protection policies and procedures.

8. To provide advice and support to the service on process through to completion of information requests (SARs, FOI's and DR's and / or any other request of a legal nature
9. To maintain systems security including user creation, deletion and amendments.
10. To provide support with the maintenance and integrity of the Division's customer index database by merging duplicate records, updating details and undertaking any other maintenance required on the system
11. Assist in maintaining the integrity of information about the Division's customers across various corporate and business partner systems.
12. To support data cleansing programs, supervising and supporting officers involved in data cleansing activities, and members of social work teams.
13. To support the audits on the customer index user base to ensure system integrity and security, ensuring that the output from the audit reports are reviewed and acted upon.
14. To take ownership of customer requests and to progress them through to resolution in a timely and professional manner.
15. To support the administrative tasks associated with the Certificate of Visual Impairment Register.
16. Ensuring that registration cards and letters are issued to customers in a timely manner in relation to the Certificate of Visual Impairment Register.
17. Ability to work as part of a team, to build and maintain productive working relationships with a diverse group of professionals.
18. To review documentation including training material and user systems procedures using departmental standards.
19. To work with the IT teams and the business units to identify and deliver effective services to the customer base; including providing application support and training.
20. Refer and monitor incidents and problems relating to specialist applications and software and supporting infrastructure. Liaise with and coordinate the appropriate parties in order to manage the incidents and problems through to resolution.
21. To promote good recording practices.
22. To carry out any broadly similar duties from time to time as may be required

**Key performance indicators**

- DoH – CLD, ASCOF and OFLOG
- Ealing Councils KPIs and local targets

**Key relationships (internal and external)**

- Internal users within Adults' Services
- Team members within the Business Support Group
- Internal/external Suppliers of IT services and products

**Authority level**

- Responsible for database support and training.

**Additional Requirements**

- Any other duties appropriate to the post and grade

## Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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**Essential knowledge, skills and abilities**

1. An understanding of Adult Services' processes and procedures
2. Knowledge of legislation relevant to the purchase and provision of social care e.g. the Community Care Act and Care Standards Act.
3. Ability to interpret operational requirements into technical system specifications and then proceed to develop and implement them.
4. Extensive administrative experience in providing excellent and perpetual support to senior management.
5. Excellent negotiating and interpersonal skills, with knowledge of strong planning and organisational techniques.
6. Effective communication skills, with the proven ability to present information to a diverse range of internal and external audiences using the appropriate format.
7. Demonstrate ability to support the delivery of sustained improvements in performance, quality, and value for money and customer satisfaction.

8. Strong analytical skills, understanding of quantitative analysis techniques and the ability to research, understand and interpret written and statistical information. (To be tested)
9. Excellent attention to detail and an ability to work with detailed care management, commissioning and financial data.
10. Influencing and negotiating skills to develop and participate in partnerships and coalitions with a wide range of internal and external colleagues.
11. Ability to manage and prioritise workloads, working effectively to often fluctuating and shifting priorities.
12. Proven ability to provide a dedicated and flexible training function across multiple systems with evidence of planning and personally delivering of training program.
13. Proven day to day experience of dealing with Adult Social Care customers, managing difficult situations with positive outcomes for customers. Additionally experience of telephone and written communication with customers within Adults Social Care.
14. Proven ability to maintain composure and deliver a professional service when customers become difficult, abusive or distressed
15. Ability to deal with enquiries from staff, public, members and other agencies having regard to the Council's Equal Opportunities and Customer Care Policies.

### **Essential qualification(s) and experience**

- 1) Experience extracting IT system data and then using and manipulation of that data to produce management or operational reports (To be tested).
- 2) Experience of dealing with Data Protection issues and relevant strategic information management issues within a social services context
- 3) Previous experience of working in a Health or Social Care setting.

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>