

Job Description

Section A: Job Profile

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

Job Details

Job Title:	Systems Officer
Salary:	£30,559 - £33,366
Grade:	8
Hours:	37 Hours. <i>We are open to discussions about flexible working.</i>
Team:	Payments and System Data Team
Service Area:	Adult Social Care
Primary Location:	<p>Mostly remote working with a base at Samuelson House, Banbury or Abbey Centre, Abingdon which occasionally you may have to attend.</p> <p><i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process</i></p>
Budget responsibility:	None
Responsible to:	Senior Systems Officer
Responsible for:	Some physical resource, financial transactions and management of personal sensitive data
Political Restricted Post:	No

Job Purpose

The Systems Officer role sits within the Systems function within the Social Care Payments and System Data team, this team is responsible for managing the input, updating and offboarding of care provision, payee, contractual and payment data across the Adults and Children's Social Care Case Management & Finance systems, and the Corporate Finance system. As well as the provision of a high-quality data control monitoring, system development and continuous improvement to meet best practice standards. The officer will be responsible for supporting the team to achieve its objectives, these include:

- timely, accurate and appropriate recording of care provisions and financial data
- compliant management of sensitive data

- processing payments on time to payees in line with council financial regulations
- recording delivery of care to support accurate payments and charges
- effectively managing enquiries from providers, payees and colleagues
- delivering a high level of customer service to both internal and external stakeholders
- providing key performance data to senior managers and ensuring systems and processes are performing in line with targets

The main purpose of this role is the checking and entering of complex care data into social care systems, including completing contractual administrative tasks to support the completion of; appropriate and accurate payments and charges. To be the second line support for contacts and enquiries into the team; responsible for the accurate capture and recording of activity undertaken in relation to referred contacts, as well as assessing priority and requirement to escalate to lead officers or manager. The officer will be required to liaise with colleagues, suppliers and people in receipt of services as required and will also resolve system data errors/issues as part of sustained improvements for optimal efficiency and effectiveness and ensuring compliance with all legal requirements.

Job Responsibilities

This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.

- Undertake a key role in entering complex care provision, in relation to Social and Health Care commissioned packages, ensuring data is recorded and all contractual details are correct to ensure that payments and charging undertaken by other functions are correct
- Produce, issue and collect contractual documentation, ensuring all person system case file and payee records are updated with activity information in line with procedures. Take proactive follow up action where documentation is not completed
- Second line contact for team communications relating to care package and contractual queries
- Support the analysis, development and improvement of the system and related processes by carrying out the following duties:
 - putting forward ideas for implementing system changes
 - carrying out testing for annual upgrade of Controcc and LAS/LCS annual upgrades
 - producing key performance data and financial information used for reporting
 - investigate system variations and errors, and resolve
- Verification of care package information ensuring the necessary approvals are in place and the details of the brokered service have been supplied. Where there are discrepancies liaise with social work and brokerage colleagues to resolve
- Receive and process information relating to internal and external funding arrangements, recording and maintaining funding arrangements, investigating discrepancies and proactively liaising with colleagues and external partners to resolve
- Upload records of care delivered (actuals) and investigate and resolve variations in line with agreed tolerances and procedures
- Undertake key tasks in relation to the implementation of Social Care annual uplifts, or the introduction of new contractual pricing arrangements
- Building effective working relationships with team colleagues, other members of the organisation and external providers and professionals
- Resolution of system errors within the scope of the role

- Identify operational and system issues and take responsibility to feed into continuous improvements processes
- Provide support to other functions within the Payments and System Data team as directed by management to support delivery of the service in line with demand and changing priorities
- Any other duties as may be deemed necessary to carry out the full remit of the role.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
GCSE level English & Maths A-C, or equivalent	D
Experience of working in a similar system or financial environment, with external customer interactions	A, I
Good ICT skills including the ability to use both Microsoft applications, particularly Excel, and business systems effectively, with the ability to apply system knowledge to new IT systems	A, I, T
Ability to work independently and well under pressure, managing multiple tasks and by prioritising competing demands effectively	A, I
Attention to detail, and experience in analysing and interpreting data, and presenting it in an understandable format	A, I
Excellent communication and interpersonal skills, with experience of communicating complex matters effectively in a variety of mediums in a professional and timely	A, I, T

<p>manner, fostering effective working relationships with colleagues and external providers and professionals</p>	
<p>Experience and aptitude to use own initiative and work collaboratively with colleagues and partners, whilst maintaining focus on service objectives</p>	A, I
<p>Motivated, positive and inquisitive with an aptitude for learning and problem solving, including a commitment to providing excellent customer service, and continuous improvement</p>	A, I
<p>The following are the generic behaviours expected from all Social Care Payment and System staff:</p> <ul style="list-style-type: none"> - Willing and flexible, with a positive and optimistic attitude - Always looking to improve ways of working - Inquisitive and actively owns and seeks to solve problems - Takes personal responsibility to find things out, develop and share knowledge - Communicates and collaborates pro-actively - Builds trust-based relationships <p>These staff behaviours will be demonstrated in conjunction with the following key competencies:</p> <ul style="list-style-type: none"> - Is commercially aware – i.e. cost drivers and understands true costs of services and considers the value in everything we do - Able to listen, understand, and respond constructively to viewpoints of others - Able to challenge constructively, join the dots, and see the wider implications, across services, processes and issues. - The ability to communicate clearly and openly with others in order to inform, instruct, persuade and encourage feedback. - Demonstrates a can-do attitude and focuses energy and commitment on achieving positive results that are critical to the organisations success. - Understands the role of the organisation, and the needs and expectations or internal and external customers, working professionally and innovatively to meet or exceed those needs and expectations - Demonstrates an open mind to challenge traditional approaches in a positive way, develops innovative idea, solves problems and continually improves performance. - Collaborates and consults with others effectively, in joint pursuit of team and organisational goals. - Understands the environment in which the organisation operates and considers the financial and wider commercial implications of their decisions and actions. <p>Demonstrates the appropriate level of specialist knowledge and skills required to effectively fulfil the role and ensure continuous development</p>	A, I, T

Desirable Criteria	Assessed By:
Relevant experience in Local Government	A, I
Relevant experience of using SAP, ContrOCC, Liquid Logic Children' and Adults Systems	A, I
Evidence of commitment to ongoing training and development	A, I, D
Understanding of the requirements for managing sensitive data under GDPR	A, I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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