

# Job Vacancies



## **System Support Officer Permanent, Full Time – 37 hours per week Salary - £32, 654 - £34, 314 per annum**

We are seeking to recruit an enthusiastic, self-motivated person who can manage their own workload, to join our small but effective Revenues Support Team. The position can be based at Preston or Lancaster with the option of hybrid working.

Experience of working with systems in a Revenues and/or Benefits environment is essential, however good communication skills and an analytical mind are also a necessity for this post.

Duties include:

- Provide support to all users within the service on system related matters.
- Implement, test and develop any new systems, or new releases to existing systems, in conjunction with IT departments, software suppliers and relevant staff within the service.
- Be the system administrator for the Academy and document Management systems for Revenues and Benefits, including setting parameters, document templates, job scheduling, exception reports, and the setting of new users and security levels.

This team supports the entire Revenues and Benefits Shared Service in terms of system support, who in conjunction with Senior Officers, IT and software suppliers also carries out the year-end and annual billing process for Business Rates, Council Tax and Benefits.

As an employer we like to thank our employees for their hard work and commitment by giving them the opportunity to access a range of employee benefits including flexi time, hybrid working, a minimum of 30 days' annual leave (plus Bank Holidays), family friendly policies, access to an Employee Assistance Programme, Local Government Pension Scheme, AVC's, life assurance scheme, payment of professional fees, discounted parking, bus and rail fares and a cycle to work scheme.

**International Sponsorship** – this role is **not** open to international sponsorship.

# JOB OUTLINE



<b>Directorate: Community and Wellbeing</b>		<b>Section: Revenues and Benefits (Shared Services)</b>
<b>Post No:</b> <b>CORV04003</b>	<b>Designation: Systems Support Officer</b>	<b>Grade: 8</b>

## Purpose of the Job:

Provision of Systems Support for Revenues and Benefits users across two sites, working in conjunction with IT teams and suppliers to improve service delivery. System reconciliation, and the provision and analysis of management information, both statistical and performance related

## Main duties/Responsibilities:

- To report to the Operations Manager.
- Provide support to all users within the service on system related matters.
- Monitor and review the effectiveness of IT systems within the service, recommending solutions to problems and suggesting improvements and developments, in consultation with users and IT, to improve service delivery.
- Implement, test and develop any new systems, or new releases to existing systems, in conjunction with IT departments, software suppliers and relevant staff within the service
- Liaise with IT on "user issues" ensuring compliance with corporate standards.
- Be the system administrator for the Academy and document Management systems for Revenues and Benefits, including setting parameters, document templates, job scheduling, exception reports, and the setting of new users and security levels.
- Ensure the smooth day to day management and control of all matters relating to IT systems in use, whilst maximising availability.
- Attend IT system user groups, development and liaison meetings as required.
- Formulate and implement in-house training for staff on system related matters and produce and maintain systems procedure manuals, adapted for local needs.
- Ensure that all documents, eg. demands, reminders, summonses etc. are issued in accordance with prepared timetables.
- In conjunction with Senior Officers, IT and software suppliers carry out the year-end and annual billing process for Business Rates, Council Tax and Benefits.
- Be the "Webmaster" for Revenues and Benefits with responsibility for entering new data, and for the upkeep of existing pages.
- Administer system reconciliation procedures, ensuring that funds remain in balance and liaise with Financial Services regarding discrepancies and Collection Fund issues.
- Maintain and administer a Suspense Account for unidentified local taxation income.
- In conjunction with Senior Officers, complete Government returns for statistical purposes ensuring the integrity of data and liaise with external and internal audit and financial services regarding the verification of these figures.
- Provide senior management with monthly and annual collection statistics.
- Participate in Benchmarking exercises and compile comparative statistics
- Assist in the development and provision of management information relating to the performance of the Revenues and Benefits teams and provide feedback to all internal and external stakeholders.
- To ensure that all procedures are carried out and information given to the public is in accordance with current legislation, regulations and Council Policy, with particular emphasis on customer care.

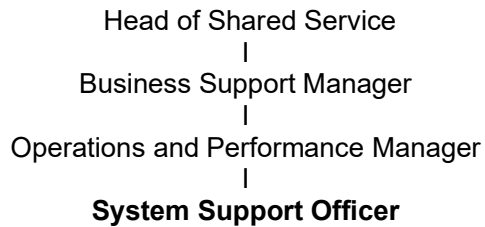
- To ensure the compliance with Health & Safety policies and Data Protection and Freedom of Information principles.
- Monitor performance against the requirements, standards and targets laid down by DWP, the Corporate Plan, the Service Business Plan and individual Team Key Work and Performance Objectives.
- Manage specific projects and resources as identified, ensuring delivery within approved timescales. Identify and report any shortfalls or barriers which may affect progress.
- Actively contribute to the Council's e-government agenda.
- To fulfil upon request any task reasonably requested of him / her and falling within the range of his / her expertise.

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality and all employees must be aware of that duty and work to the Council's equality standards

In addition, other duties at the same level of responsibility may be allocated at any time.

Date Produced: August 2024

Position in Departmental Structure:-



# EMPLOYEE SPECIFICATION



Dept: <b>COMMUNITY &amp; WELLBEING</b>		Section: <b>REVENUES &amp; BENEFITS (SHARED SERVICES)</b>
Post No: <b>CORV04003</b>	Designation: <b>System Support Officer</b>	Grade: <b>8</b>
<b>Qualification:</b>  <b>(E)</b> 4 GCSE's at Grade C/4 or above (or equivalent) including Maths and English <b>(D)</b> IRRV Technician or equivalent. <b>(D)</b> Trained in the use of Microsoft Office applications.		
<b>Knowledge/Skills/Abilities:</b>  <b>(E)</b> Knowledge of Capita's Academy system for Revenues and Benefits. <b>(E)</b> Knowledge of computer systems/applications used in the modern workplace. <b>(E)</b> General competence in using Microsoft Office applications. <b>(E)</b> Excellent organisational and time management skills. <b>(E)</b> Excellent numeric, communication and inter-personal skills both written and oral. <b>(E)</b> Able to demonstrate examples of enthusiasm, innovation, self-motivation and "can-do" approach. <b>(E)</b> Ability to interrogate systems in order to produce meaningful performance management and statistical information. <b>(D)</b> Knowledge of Benefits in practice and a working knowledge of Local Taxation, with an understanding of current issues affecting Local Government. <b>(D)</b> Working knowledge of Northgate systems.		
<b>Experience:</b>  <b>(E)</b> Experience of introducing new systems, new releases of software and system upgrades <b>(E)</b> Experience of Academy Benefits software applications <b>(D)</b> A proven track record of leading and implementing service redesign and delivering change.		
<b>Other Requirements:</b>  <b>(E)</b> Ability to work under pressure, establishing priorities and meeting strict deadlines. <b>(E)</b> Flexible and adaptable approach to work, looking to develop new working methods, techniques and procedures.		
NB E Essential D Desirable		Date Produced: August 2024