Corporate Systems Officer

Job Description and Person Specification

Directorate:	Transformation and Change	**Service:**	Corporate Systems Team
Responsible to:	Corporate Systems and Contact Centre Manager	**Responsible for:**	NA
Grade:	8		
Location:	Civic Centre, Poulton-le-Fylde		

Job Purpose:

To manage the administration and development of systems managed by the Corporate Systems Team. To manage the Corporate Complaints and Freedom of Information processes.

Key Tasks & Responsibilities:

- To manage the administrative processes associated with the maintenance and development of the Jadu Connect and Jadu Central systems.
- To maximise opportunities for moving services online in order to enable service users to fully "self-serve" and reduce administrative costs.
- To review and update existing processes with existing software managed by the Corporate Systems Team as the opportunity arises.
- To maintain data quality, integrity and security of data within software the Systems Team manage.
- To assist as necessary in the completion of scheduled audits of the Connect and Central database and to implement resulting audit recommendations.
- To manage and review the Corporate Complaints and Ombudsman process ensuring complaints are categorised in accordance with the Corporate Complaints Policy, allocated correctly and responded to in line with corporate targets. To recommend any changes to the process to Corporate Management Team via written report and verbally

if required.

- To take appropriate action to “progress chase” outstanding complaints, initially by contacting the officer responsible for responding to the outstanding complaint, then subsequently by notifying the relevant Corporate Director.

- To help assess, investigate and respond to complaints regarding services provided by the Corporate Systems Team when needed, and also occasionally to general complaints regarding the council.

- To compile and produce regular management reports detailing the numbers and types of corporate complaints received and their outcomes.

- To assist with incoming FOI requests, including monitoring the process and assisting with generating and pulling data from systems managed by the Systems Team (i.e. Idox Uniform, Connect), when required, to assist officers with their role or answer FOIs or complaints.

- To consider FOI requests received in respect to software the Systems Team manage.

- Perform data retentions to Connect and Central as agreed with departments timeframe for data retention.

- To take responsibility for responding to Subject Access Requests in respect of services provided and maintained by the Systems Team, ensuring that any documentation required is extracted from software.

- To act as system administrator for all IDOX systems, taking responsibility for the maintenance of the system and initial values, code lists, security settings, system customisation, license management, document maintenance and reporting functions.

- Provide training and support to system users across the council as required due to system upgrades/releases/development within the Corporate Systems Team remit.

- Liaise with ICT re the resolution of system issues, and with software developers when required.

- Perform system administration of all NEC systems including managing site content, forms, document templates, security roles, user administration, adding new landlords to portal.

- Undertake scheduled and ad-hoc responsibilities on a daily, weekly, monthly and ad-hoc basis to support core business functions. Including but not limited to daily bills; atlas files; cash reconciliations; sending payment files to banks (direct debit, refunds, housing benefit, debtor transactions), actioning bank reports; and assessing incoming direct debit requests and eligibility.

- Create and send SMS and written reminders to residents as required.

- Assist the Grants Administration and Systems Officer with processing and tracking applications for all grants and funding when required & associated administration to identify assisted households who have previously been awarded.

- Promote usage of Mail Metrics and provide training to staff when required.
- System administration of BARTEC Collective, including administration of all users, roles, addition and removal of attributes, addition and removal of contamination types.
- Process incoming Green Waste subscriptions, including the dispatch of new stickers and resolve issues around payments.
- Identify opportunities and use Power Platform tools to streamline processes and support service improvement across departments.
- Help to improve access to and use of data across the Council by collecting accurate statistics for performance monitoring and share information effectively with services and stakeholders.
- To develop strong working relationships with colleagues in the council to enable collaborative problem solving.
- Handle incoming enquiries internally and externally relating to software managed by the team.
- The post holder may be expected, upon request, to fulfil any duties commensurate with his/her grade and falling within his/her expertise.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good general level of education including a minimum of 5 GSCE passes (including English and Math) at grade 6 or above	**Essential**	Application/Interview
"A" level English or Math qualification's or equivalent	**Desirable**	Application/Interview
ICT or Digital relevant qualification	**Desirable**	Application/Interview

SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to project a positive and professional image of the Council at all times	**Essential**	Application/Interview
Ability to deal with council customers on a "one to one" basis, in person, over the phone, via written correspondence or social media, communicating in a clear and non-technical language.	**Essential**	Application/Interview
Ability to communicate with internal council colleagues and external organisation staff in a clear and non-technical language.	**Essential**	Application/Interview
Excellent organisational skills and ability to manage delegated workloads	**Essential**	Application/Interview
Ability to identify improvements and changes to current working practices and procedures	**Essential**	Application/Interview
Ability to handle sensitive issues in a professional and courteous manner	**Essential**	Application/Interview
A basic understanding of the housing benefit, localised council tax support and council tax administration regulations	**Essential**	Application/Interview
Ability to use the NEC council tax and benefits software system to conduct basic enquiries	**Desirable**	Application/Interview
Ability to configure NEC public website in order to ensure it works efficiently within the Citizen Portal and on the Council	**Desirable**	Application/Interview

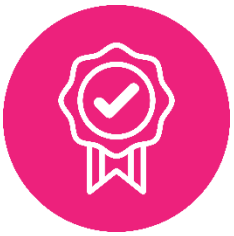
Website		
Ability to operate and configure Jadu Connect and Central software system packages	**Desirable**	Application/Interview
Ability to perform system administrative functions on all IDOX systems	**Desirable**	Application/Interview
Ability to identify and support the resolution of technical and non-technical issues relating to the integration of Jadu with other software systems	**Essential**	Application/Interview
Ability to identify opportunities for further development of the systems managed by the team in order to increase efficiency, improve customer service and reduce administrative costs	**Essential**	Application/Interview
Ability to maintain client confidentiality	**Essential**	Application/Interview
Ability to use Microsoft word and excel	**Essential**	Application/Interview
Ability to use social media including Facebook, X and Instagram	**Essential**	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience in “building” e-forms and integration	**Essential**	Application/Interview
Experience in “troubleshooting” and resolving issues across multiple differing systems	**Essential**	Application/Interview
Experience of implementing technical changes to existing working practices in order to increase efficiency, maximise the use of software systems and reduce associated administration costs	**Essential**	Application/Interview
Experience of dealing with confrontational/difficult situations on a face to face basis, or over the phone	**Essential**	Application/Interview
Previous experience of working as part of a team	**Essential**	Application/Interview
Experience of working in a busy and	**Essential**	Application/Interview

pressurised office environment and to tight deadlines		
Experience of dealing politely, but firmly, with colleagues in order to progress responses to complaints/requests for information	**Desirable**	Application/Interview
Experience of investigating complaints and compiling detailed reports/responses regarding the findings of those investigations	**Desirable**	Application/Interview
Experience of using Microsoft excel (or similar) software to create information spreadsheets regarding a variety of topics	**Essential**	Application/Interview
Experience of presenting findings from investigations and making recommendations regarding service improvements to senior officers/managers	**Desirable**	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	**Essential**	Application/Interview
Regular and Reliable Service	**Essential**	Application/Interview
Demonstrate behaviours that support our values	**Essential**	Application/Interview

Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.

			
Professional	**Innovative**	**Collaborative**	**Customer focused**
In being professional we…	In being innovative we…	In being collaborative we…	In being customer focused we…
• Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner	• Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers	• Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together	• Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Leo Grieve **Date: November 2026**

Post Holder Signature: **Date:**