## JOB DESCRIPTION

**Job information as shown on organisation chart**

| **Job Title**: Systems & Development Officer | **Post No**: | **Hoople Band**: C |
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| | **Section**: Revenues and Benefits | **Location**: Auxilium House |
| **Service**: Finance | | |

**Organisational information:**

Responsible to:  Benefits & Development Manager

**Dimensions:**
Multi System administration within the systems & development teams

**Key relationships/Functional links with**:
Internal: Revenue and Benefits staff,  other Hoople staff including ICT

External: Herefordshire Council, Benefit Claimants, Council Tax payers, Department for Work and Pensions, Pension Service, DCLG, Rent Service, Software Suppliers, Landlords, Voluntary Organisations, External Audit, Valuation Agency

**Main Purpose of Job:**

- To ensure the security and maximise the effectiveness of the computerised systems operated within Revenues & Benefit Services by ensuring system access is maintained and monitored in accordance with the Herefordshire Council IT Security Policy, and all scheduled processes, including production of payments and notices are carried out within the statutory or locally agreed timescales. This includes receiving and resolving system application faults and problems reported by users, filtering data base faults and problems to the ICT helpdesk or data base administrator, and reporting and monitoring help desk calls to software providers.
- Assist in the digital transformations of the Revenues & Benefits service
- Ensuring payments are properly allocated and end of day balancing and reconciliation is carried out.
- Ensuring all Government returns are completed and returned to the DCLG and DWP within timescales

**Main Responsibilities / Accountabilities / KRA:**
*The jobholder will be expected to complete the responsibilities / accountabilities effectively in order to deliver the key objectives of the organisation*

- Fulfilling the role of System Administrator; monitoring and maintaining user access rights, maintaining system parameters, carrying out regular checks, maintaining system security and data integrity and ensuring compliance with IT security policies.
- Receiving and resolving system application faults and problems reported by users including liaising with the ICT helpdesk or database administrator to resolve problems and reporting and monitoring help desk calls to software providers to ensure that responses are received within contract timescales.
- To assist with receiving and resolving digital application faults

- Production and printing of notices and payments for Revenues and Benefits in accordance with statutory and local timescales.
- Preparing and maintaining system user manuals and internal working procedures.
- Producing appropriate reports to assist managers with performance management.
- Producing and completing government statistical returns for authorisation and within set timescales
- Running interface routines.
- Carry out financial reconciliations, balancing of payments received and allocation of information received as required.
- Monitor, Process and Distribute Freedom of Information Requests
- Monitor Complaints received
- Assist in Annual Billing procedures
- Distribute and monitor Discount and Relief Reviews
- To work with other services and external stakeholders to help facilitate the delivery of a high quality customer service that offers value for money and recognises and responds to the needs of service users.
- Developing and maintaining effective working relationships with other council services and with stakeholders to ensure the security and efficiency of the Revenues and Benefits service

| Job Activities: | Frequency |
|---|---|
| • Receiving, recording and monitoring system and digital application faults reported by users, and reporting system faults to ICT Helpdesk or system owner for action. | Daily |
| • Ensuring all system and digital failures are responded to swiftly to minimise disruption escalating as necessary internally and/or externally. | Daily |
| • Maintaining and/or correcting administrative systems such as Academy, EDMS system, Chipside, Bristow & Sutor system and Agresso for investigating and recording details of system faults, system response problems, processing errors, ensuring full management and correction procedures are in place. | Daily |
| • Assist where necessary in digital improvements to the Revenues & Benefits Service | As required |
| • Maintaining and monitoring user access rights, and troubleshooting to maintain system security and data integrity. | Daily |
| • Ensuring all payment, billing and recovery runs, HBMS, ATLAS and SHBE scans and Direct Debit and BACS payment files are transmitted and processed accurately and reconciled with relevant systems as required in a timely manner and assisting with cash balancing and reconciliation functions. | Daily |
| • Ensure all Government returns are processed in accordance with timescales | As required |
| | Daily |
| • Ensuring all scheduled processing jobs, including interfaces and reports, are run in a timely manner to enable system users to operate effectively. | As required |
| | As required |
| • Production and printing of all output produced from scheduled jobs. | Weekly |
| • Ensuring all system related information and output is channelled to the relevant staff, sections or suppliers. | Weekly |
| • Running control procedures to ensure the integrity and security of data and appropriate audit trails. | |
| • Production and analysis of management information required for performance monitoring. | Daily |
| • Set up and maintain Academy Job scheduler to ensure all jobs are run in accordance with ICT timescales for check points and archiving of reports following production. | As required |
| | As required |

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|---|---|
| • To work with user departments to facilitate system training provision. | |
| • Production of ad hoc management reports using computer query tools including English, Business Objects, ADS, Crystal & any other tools that may be available. | As Required |
| • Monitoring system testing as an integral part of system development or resulting from remedial software releases. | As required |
| • Assisting in the design and specification of computer stationery, including setting up templates and ensuring availability of pre-printed stationery. | As required |
| • Assisting in the preparation of procedural documentation, including production of working procedures for system users. | As required |
| • Individually or as a member of a team, contribute to the evaluation of systems and make recommendations to the Revenues and Benefits Management Team. | As required |
| • Assisting in the design and creation of letter and form templates, to include OCR and bar code technology where appropriate. | As required |
| • Assist with the implementation of new software and be involved in projects to streamline services | As required |
| • Any other duties relevant to the post or as requested by the Quality & Development Team Leader/Benefits & Development Manager and/or Revenues & Benefits Operational Manager | |

**Other information:**

To work outside of normal office hours when necessary and to attend meetings at various locations both within and outside the county.

| Manager Signature: | | Date: | |
|---|---|---|---|
| Manager Name: | | Job title: | |

**Date Job Description last reviewed:**

September 2024