



Job description

Job title:	Regulatory Services Systems Officer
Grade:	Band 8
Directorate:	Place and Prosperity
Reports to:	Senior Environmental Health Officer

Purpose of the job

To be responsible for, and act as the main point of contact for, a range of ICT systems to support the delivery of services within the Place and Prosperity Directorate which includes Planning, Licensing and Environmental Health.

To support the delivery of high quality, efficient and effective services by maintaining and developing software and business systems; to meet the requirements of the department and wider organisation.

Main areas of responsibility

1. To act as lead system administrator for the systems in the service area, predominantly IDOX Uniform, Public Access, LALPAC and Electronic Document Management System (EDMS), to include systems and security administration, business configuration, and maintenance of all modules in use.
2. To liaise with software providers, internal ICT (through the Leicestershire ICT Partnership, LICTP), and relevant users (both in-house and external) on matters relevant to those services; and to attend software provider User Group meetings and associated workshops on behalf of the Council.
3. Extract, prepare and present departmental statistics and monitoring indicators on a monthly and ad hoc basis including updating corporate monitoring system. Prepare, audit and submit quarterly returns to Government Office.

4. To continually improve the systems by reviewing, planning, testing and implementing new releases / updates in conjunction with the supplier and our internal ICT as required.
5. To manage and facilitate projects within the service as requested including the development of other IT systems.
6. To identify and deliver training and support to end users as required.
7. Identify problems which require attention and recommend solutions. To log faults and service requests both with the Internal ICT Service Desk, or external supplier Service Desks as appropriate, and to verify and monitor correction of these faults and service requests.
8. Pro-actively seek opportunities to improve our systems and be integral to process reviews. To understand the developmental requirements in respect of systems to provide efficient and effective support to services.
9. Ensure that all the on-line portals, including URL's/ hyperlinks from the MBC web-site, are in working order, and act as a technical point of contact for the national Planning Portal to ensure that the council's integration with this online application tool is keep up-to-date and in working order.
10. Support culture change to implement and enhance digital working.
11. Maintain, review and update content on the website and third-party front facing systems which enable customer self-service of transactions including electronic applications submissions.
12. To ensure that adequate policies are in place and adhered to: including access management (maintenance of system passwords and permissions), system changes, and ensuring that systems are maintained in accordance with the requirements of the Data Protection Act 2018 and all current legislation (including data retention and disposal).
13. To liaise with managers and users to establish reporting requirements, and maintain documents and templates as necessary. To produce required reports and, where necessary, work with contractors / suppliers to develop those reports.
14. To comply with the requirements of the Council's data quality management policy, the officers' code of conduct, financial and contract rules and procedures, and with corporate personnel policies and practices, particularly absence management, health and safety and equalities.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

Date reviewed: May 2025 Reviewing Manager: Snr Environmental Health Officer

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

Regulatory Services Systems Officer

- A general understanding and knowledge of local authority planning, environmental health and licensing services
- Practical hands-on experience of maintaining and supporting ICT systems in a system administration type role. This would include managing permissions, configurations, workflows, report creation and management as well as data cleansing and routine maintenance.
- Previous experience of working in a local authority would be an advantage but is not essential.
- Good working knowledge of complex IT systems including databases, application servers and document management systems, sufficient to manage those systems, support end users, liaise and work with ICT staff and system suppliers to maintain reliable systems operations
- Some knowledge of the IDOX Uniform system would be desirable and knowledge and experience of working with SQL would be beneficial.
- Ability to work on own initiative and manage own time and workload to meet agreed deadlines
- Excellent communication skills are required to build and maintain relationships with colleagues, customers and suppliers.
- Written communications skills sufficient to create training material, guidance documents, procedures and presentations are required.
- Understanding of and commitment to Data Protection, Equalities and Health and Safety legislation and guidance

Qualifications

- Educated in a relevant ICT discipline or with relevant database / systems maintenance experience
- GCSE A-C level in Maths & English or equivalent