Job description

Job title: **Regulatory Services Systems Officer**

Post No:

Grade: **Band 8**

Directorate: **Growth and Regeneration**

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 Growth and Regeneration Directorate which include 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

- To be responsible for the day-to-day maintenance and management of the systems (predominantly IDOX Unform, Public Access, EDMS), to include systems and security administration, business configuration, dataloads and maintenance of all Uniform modules in use, including operational documents and templates.

- 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.

- 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.

- To undertake all system administration duties associated with the systems including setting up new starters and managing leavers.

- To manage and upload new data to the systems when required.

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- To manage and facilitate projects within the service as requested including the development of other IT systems.

- To identify and deliver training and support to end users as required.

- Identify problems which require attention and recommend solutions.

- 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.

- To assist in the development of performance targets and monitoring indicators.

- Support culture change to implement and enhance digital working.

- 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.

Values

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

- **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.

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Person specification

Regulatory Services Systems Officer

Experience, knowledge and skills

- Understanding and knowledge of Planning, Environmental Health and Licensing Services

- Practical hands-on experience of maintaining and supporting ICT systems relating to IDOX Uniform – Document Management, Development Management and Environmental Health. Knowledge of LALPAC is beneficial but not essential.

- Good working knowledge of Office365, in particular MS Excel and Power BI.

- Hands on experience of Microsoft Access for IDOX reporting would be a distinct advantage.

- Knowledge and experience of working with SQL would be beneficial.

- Experience of preparing data, cleansing and manipulation for data migration.

- Ability to work on own initiative and manage own time and workload to meet agreed deadlines

- Excellent communication skills both verbal and written

- Ability to continually review and develop systems

- Ability to convey recommendations, ideas and concepts to managers and customers

- Excellent interpersonal skills with the ability to deal with people at all levels of the business

- Understanding of and commitment to Health and Safety legislation and guidance

- Confident working as part of a larger multi-disciplinary team

- Flexible attitude and able to work under pressure.

Qualifications

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- Educated in a relevant ICT discipline or with relevant database / systems maintenance experience

- GCSE A-C level in Maths & English or equivalent

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