

Role Title: Children's System Support Officer
Salary: Band 7
Location: Sir Henry Mitchell House, Bradford
Report to: Children's Systems Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Job Overview

- Support the Childrens System leads to provide advice and training in IT systems for all users of EHM, LCS and Controcc.
- The postholder will support business change and improvements to further the objectives of the service, working collaboratively with other Childrens System Leads and external agencies.
- The post holder will provide a wide range of support functions to the system team.



Main Duties and Responsibilities

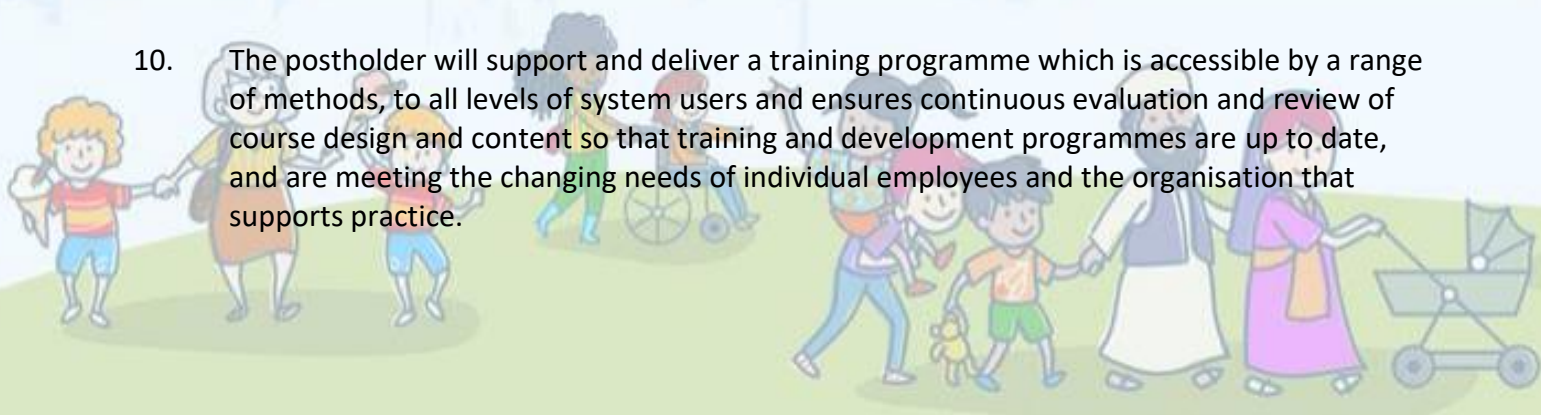
1. Responsible to the System Lead, this post will provide expert support to the various System Leads and to the end users to provide continuous service improvements that meets Children's Services standards and legislative requirements.
2. The postholder will support the System Lead to influence, support and work with senior leadership and relevant working groups to drive forward practice, and to embed and support a learning and responsive culture, based on championing high standards of performance.
3. Provide support to systems leads with reporting and analysis of information.

System Support

4. The postholder will support and develop the network of system support teams, "super users" and ensure that the key stakeholders (hub managers, business support managers, seniors and external partners) are fully supported with the various systems.
5. The postholder will investigate, record and solve problems in a logical and methodical manner and will independently assess a wide variety of tasks, and be proactive in relation to identifying and undertaking activities that are to the benefit of the Service, Trust and children of Bradford and their families.
6. The postholder will support the team in terms of quality and improving practice. They will play a key role in confidently influencing positive changes.
7. The postholder will support the Childrens System Lead with preparations linked to regulatory inspections, such as Ofsted, ILACS and CQC, ensuring that IT systems, data and reporting requirements are met and will undertake audits.
8. The postholder will support the users and system in line with GDPR and practice standards and will support actions for business continuity procedures in the event of disruption to the service.
9. The postholder will attend supplier system training and have current knowledge of new functionality.

Training

10. The postholder will support and deliver a training programme which is accessible by a range of methods, to all levels of system users and ensures continuous evaluation and review of course design and content so that training and development programmes are up to date, and are meeting the changing needs of individual employees and the organisation that supports practice.



11. The postholder will demonstrate effective communication, with colleagues, clients and customers including producing reports using appropriate tools and techniques. They will act in a professional manner, and exhibit the required behaviour that should act as an example to other employees.

12. To provide a wide range of business support functions to officers/Managers to include:

- Liaison with other sections/department to verify information and/or seek authorisation for action.
- Interrogation of information databases and inputting to forms/databases, completing enquiries as appropriate.
- Provide financial and performance information to assist in the completion of internal and external financial and performance requirements.
- Procure and pay for goods and supplies in accordance with Trust Procurement procedures and policies.
- To maintain and co-ordinate records as requested by managers.
- Organise diary management and appointments, arranging meetings, taking, writing up and circulating minutes and agendas where required.
- Collate information and communicate to relevant parties in preparation for meetings.

Special Knowledge Requirement: Essential for shortlisting.

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column

	Essential
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,(e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	x
Demonstrable knowledge of delivering training that maximise learning and development programmes	x



Demonstrable knowledge of how to interpret data and to produce meaningful reports	x
Demonstrable knowledge of how to interpret feedback from evaluation and to adapt delivery accordingly	x
Demonstrable knowledge and understanding Social Work practice	x
Demonstrable knowledge of using IT systems – LCS, EHM, Controcc, MS Office	x
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work	
Uses a range of complex IT packages relating to area of work	x
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	x
Knows and understands how to use, interpret, handle and communicate information	
Able to work flexibly to accommodate the needs of the service.	x
Able to implement, maintain and manage accurate information retention systems both manual and computerised.	
Able to deal with internal and external customers both face to face and over the telephone.	x
Able to arrange events, manage diaries and service meetings, producing agendas and minutes.	

Core Employee competencies to be used at the interview stage.

- Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.
- Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
- Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and



critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.

- Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

Working Conditions:

- Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

About You

We are looking for applicants who can demonstrate that they meet the following requirements:

Education

- NVQ Level 2 in Business & Admin (or demonstrable skills to this level)

Experience

- Experience of IT System Support – EHM, LCS, Controcc and MS Office
- Experience of delivering training both in terms of systems usage and the quality of practice.
- Experience of data analysis and the interpretation of data to support meaningful report development to support managements reporting requirements.
- Experience of supporting a Super User network supporting end users or equivalent.
- Experience at identifying goals and objectives, and motivating and leading others towards their achievement.



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested.

We are an equal opportunities employer.

