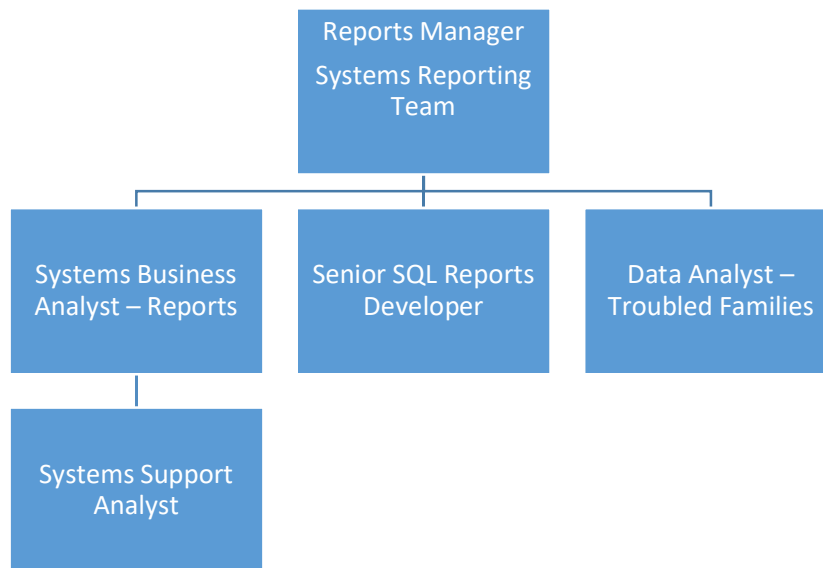


 <b>WOKINGHAM BOROUGH COUNCIL</b>	<b>Job Description</b>		Job Reference
			706695
Job Title	System Support Analyst		
Service	Children's/Adults' Services	Team	Intelligence & Impact
Location	Shute End / Home Working		
Reports to	Systems Business Analyst – Reports , Systems Reporting Team		
Grade:	Type of position:		Hours per Week:
6	Permanent Full Time (Part Time considered)		TBC
<p>This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.</p>			
<b><u>Service Purpose</u></b>			
<p>Children's Services</p> <ol style="list-style-type: none"> <li>1. Provision of high quality and effective services to children, young people and families</li> <li>2. Provision of effective and high quality Safeguarding services for children and young people at risk of harm</li> <li>3. Delivery of high quality support and challenges to schools, recognising the Council's enduring responsibility to promote the best outcomes possible for its children and students</li> <li>4. Assurance that the Council is effective, ambitious and successful as a Corporate Parent to the children and young people in its care</li> <li>5. Development and implementation of effective strategic commissioning for children and adults, working effectively with partners to secure good outcomes</li> <li>6. Delivery of effective and efficient services offering good value for money</li> <li>7. Discharge of the statutory function of the Director of Children's Services, in conjunction with the Lead Member</li> </ol> <p>Health and Wellbeing</p> <ol style="list-style-type: none"> <li>1. Provision of high quality and effective social care to adults, and to integrate with key partners, notably the NHS to develop and deliver seamless services for residents and patients</li> <li>2. Provision of effective Safeguarding for vulnerable adults, in their homes and/or care setting</li> <li>3. Delivery of a high quality housing service to the Borough Council's tenants</li> <li>4. Delivery of effective and efficient services offering good value for money</li> <li>5. Discharge of the statutory function of the Director of Adult Social Services, in conjunction with the Lead Member</li> <li>6. To lead the development and implementation of the Council's affordable housing strategies</li> </ol>			
<b><u>General Description of the job</u></b>			
<p>To provide technical report writing using SQL, Crystal Reports, SSRS, Excel, Access, etc. to meet legislative and local requirements across Children's Services and Adults' Services.</p>			

### Organisation Chart



### Main Accountabilities of the post

1	Design reports using extraction tools such as SQL, Crystal Reports, SSRS, Excel, Access, etc. to extract data from systems to meet statutory, operational management and ad-hoc requirements. Once developed, embedding reports within reports repositories or scheduling them to users on a regular basis.
2	Edit existing reports, letters and datasets using SQL, Crystal Reports, SSRS, Excel, Access, etc. in accordance with business/statutory reporting needs.
3	Working with Business Analysts / System Support Officers to support system configuration changes to Capita ONE, Mosaic, IYSS and other systems to meet business/statutory reporting needs
4	Assist Business Analysts and System Support Officers to deliver effective helpdesk support to agreed Service Level Agreements
5	Act as first point of contact for issues raised on the helpdesk and to respond directly to those calls within their area of responsibility
6	Carry out user acceptance testing with operational colleagues prior to system changes, patches and new version releases
7	Maintain user documentation including the development of new documentation deriving from changing operational circumstances or systems developments.
8	Liaise with operational and performance colleagues to develop report specifications for data extraction from Capita ONE, Mosaic, IYSS and other systems across the Children's and Adults' services.
9	Work with the colleagues to identify key areas for data quality improvements on the system.
10	To assist with data collection, providing advice and support to key stakeholders and carry out data validation.
11	Undertake other tasks not specified above, commensurate to the grade and competencies of the post.

### **Additional Corporate Responsibilities**

1	<b>High Support, High Challenge:</b> To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	<b>Values Profile:</b> To follow the principles set out in the <a href="#"><u>Employee Values Profile</u></a>
3	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
4	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
5	<b>Safeguarding responsibilities:</b> At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
6	<b>Special Factors:</b> To work flexibly, willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager

### **Scope**

<b>Resources</b>	Facilities, equipment or systems within overall span of control	None
<b>DBS Check required</b>	No	

**Person Specification**

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	X	
An IT or computer qualification		X
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Good understanding of relational databases	X	
Good communication skills and ability to communicate complex information in a non-technical way to customers	X	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of technical report writing skills, e.g. SQL, Crystal		X
Knowledge of issues affecting Children's Services and Adult Social Care		X
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Substantial experience of technical report writing from a relational database or case management system		X
Experience of technical report writing from Mosaic and/or Capita ONE		X