



# **Resources Officer – IT Applications (UNIT4 ERP)**

<b>Job Title</b>	<b>Resources Officer – IT Applications (UNIT4 ERP)</b>
<b>Service Area</b>	<b>Resources</b>
<b>Grade</b>	<b>Resources Officer L1 – Grade 4 Resources Officer L2 – Grade 5</b>
<b>Job Reference</b>	<b>FG19-RD06</b>

<b>Reporting to</b>	<b>Responsible for</b>
Resources Specialist Services Manager	Not applicable

<b>Team Purpose</b>
To support and enable teams across the council to deliver quality services for customers by providing excellent support services.

<b>Role Purpose</b>
<p><b>Resources Officer:</b></p> <p>To deliver a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise. Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to council policy. Deliver projects, interventions and initiatives and develop policies (together with the Policy teams) in-line with corporate and business plans. Ensure and develop appropriate levels of quality and specialist knowledge within the Resources Case Services team. To ensure that enquiries and cases are managed and completed at the appropriate level.</p>

<b>Key Accountabilities</b>
<p><b>Level 1:</b></p> <ul style="list-style-type: none"> <li>• Undertake complex cases that will require a more detailed understanding of relevant service processes and compliance, regulations and legislation.</li> <li>• Train, induct and mentor new staff in IT application processes.</li> </ul> <p><b>Level 2 (in addition to the above):</b></p> <ul style="list-style-type: none"> <li>• To demonstrate significant depth or breadth in IT applications through acting as owner in one application area, personally owning the resolution of some complex cases, and assisting with</li> </ul>

the design and development of tools and guidance notes which enable the team to self-serve and widen their knowledge.

- Some requirement to work with Resources Specialists

**Appointment and progression through grades will be based on the needs of the business.**

Key Objectives	
<b>Working with customers</b>	<p>Develop and maintain relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.</p>
<b>Working towards the Corporate Plan</b>	Responsible for delivery of agreed objectives and services associated with the Corporate Plan.
<b>Knowledge of services</b>	Excellent understanding of the support services provided across the council and a good knowledge of the terminology and acronyms used by the services.
<b>Using systems effectively</b>	Excellent IT skills and highly developed skills in a number of Resources systems. Ability to learn new systems quickly.

Specific Tasks	
<b>Case Management skills</b>	Working efficiently, professionally, paying attention to detail and following workflows when processing cases. Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud and working on more complex cases in conjunction with Specialists (progression & higher level). Ensure outcomes meet legislative and professional standards.
<b>Team work and working with others</b>	Support, inform and guide customers new to the case management approach building understanding and confidence. Work collaboratively with colleagues to improve customer service, highlight opportunities for empowering customers further and participate in multi departmental project teams.
<b>Enquiries, reports and service requests</b>	Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with or pass cases over to Resources

<b>Specific Tasks</b>	
	Specialists. Supporting customer self-serve by observing peaks or trends in interaction types and spotting opportunities to initiate further enabling and self-serve processes. This could involve championing own ideas, participating in multi departmental teams or project teams. Processing reports, responding to information requests, having a deep knowledge of the data required.
<b>Processing and administration</b>	Able to identify and develop opportunities for improving workflow/process and/or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
<b>Strategy and policy</b>	Provide input into corporate strategy, policy and programmes as required (progression & higher level)
<b>Performance</b>	Working towards achieving the KPIs set by the Resources Casework Manager.
<b>Performance</b>	Lead, develop and manage the team's performance and quality control KPI's to ensure service delivery targets are met within budget. Promote an organisational culture that empowers and motivates staff and achieves good communication, positive employee relations and effective employee development. Provide staffs with positive leadership, guidance, coaching, direction and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.

<b>Qualifications</b>
Educated to NVQ level 3 / A Level standard or equivalent experience.

<b>Knowledge, Skills and Experience</b>
<p>Knowledge</p> <ul style="list-style-type: none"> <li>• Knowledge of data model concepts and design</li> <li>• Knowledge of Relational databases</li> <li>• Strong problem-solving skills</li> </ul> <p>Experience</p> <ul style="list-style-type: none"> <li>• Essential: Experience of finance process management or accounting experience.</li> <li>• Essential: Experience of ICT System support</li> <li>• Desirable: Experience of ICT system administration and configuration management.</li> </ul>

<b>Special Requirements</b>	
<b>Emergency Planning</b>	This post will be on occasions required to take part in the council’s emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
<b>Election Duties</b>	<p>This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.</p> <p>A separate payment for election duties will be made as determined by the regional Elections Committee.</p>

<b>Standard Terms</b>	
	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council’s health and safety policy and procedures.</li> <li>3. To support and be committed to the council’s policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.</li> <li>4. To support the council’s equalities and diversity policies.</li> <li>5. To operate within the council’s IT policies and data protection rules and regulations.</li> <li>6. To operate within the council’s financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> </ol>

- |  |  |
|--|--|
|  | 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.<br>9. Any other reasonable duties as may be required from time to time |
|--|--|

### Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Organisational Culture Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

<b>Guildford behaviours [competencies]:</b> see the framework in the Performance Review Toolkit for a full list behavioural indicators	
<b>Core Competencies - All Workforce</b>	
<b>Embraces Change</b>	Has a positive attitude to change, adapts to meet new challenges, and introduces changes to improve organisational performance.
<b>Innovation and creative thinking</b>	Proactively generates and develops innovative ideas, opportunities or improvements in order to meet organisational objectives more efficiently and effectively
<b>Effective communication</b>	Communicates effectively. Uses communication methods and standards, together with well-reasoned arguments to convince and persuade where necessary.
<b>Customer focus</b>	Puts the customer first, builds effective relationships and seeks feedback to address their needs.
<b>Problem solving &amp; decision making</b>	Understands and analyses issues in order to identify the most appropriate solutions. Makes effective decisions based on thorough analysis and the needs of the organisation.
<b>Focus on efficiency</b>	Meets or exceeds the Council's standards by monitoring the quality of own work, team or service delivery. Continually looks for areas of improvement to ensure efficiency, effectiveness, and value for money.
<b>Performance and learning</b>	Demonstrates personal commitment to meet agreed performance standards and objectives. Learns from experience and takes responsibility for identifying and addressing personal development needs.
<b>Team working</b>	Proactively cooperates and interacts with colleagues, internal and external partners across the Council. Encourages others to develop a collaborative approach to share information, knowledge, and ideas.
<b>Builds relationships</b>	Presents a professional image; uses interpersonal skills to form positive and productive working relationships within and beyond the organisation.
<b>Commitment to the organisation</b>	Consistently supports and demonstrates an understanding of and commitment to the Council's vision and values. Acts with integrity and accountability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

**Key Policies**

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

<b>Signed (Job Holder):</b>		<b>Date:</b>
<b>Signed (Service Lead):</b>		<b>Date:</b>