

<b>Designation:</b>	<b>Systems Processing Officer</b>
<b>Grade:</b>	<b>Stroud Grade 4</b>
<b>Hours:</b>	<b>37 hours per week&gt;</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To lead Service support for all IT systems and processes including training staff within Development Management and Building Control</b>
<b>Responsible to:</b>	<b>Team Leaders (Planning Support and Building Control Support)</b>
<b>Responsible for:</b>	<b>Leading IT systems development within the service's</b>

## KEY DUTIES

- To lead on IT systems improvements and understanding across the two services
- Research and review changes to the IT systems and present findings to senior managers and lead on the implementation of agreed strategies and training
- To implement changes and improvements, including documentation and dissemination of processes and procedures
- To analyse current processes, procedures and practices with a view to identifying and initiating improvements and efficiencies across the two services
- To embed new and existing systems and processes through the provision of written and other tools for the training of service staff
- Systems Supervisor for Uniform (including writing Access reports)
- Undertake such other duties commensurate with the grade of post as may be assigned by the Head of Development Management and/or Building Control
- 

## SKILLS AND KNOWLEDGE

- A demonstrable ability to think imaginative and independently about processes with an appetite for change
- Excellent communication skills both verbal and written
- Excellent IT skills and understanding
- A proven track record in systems analysis, problem solving and documenting processes
- A thorough understanding of administrative processes and systems
- Experience of working with the public and responding to queries
- Ability to work independently on own initiative and manage own time and workload

## COMPLEXITY AND CREATIVITY

- To research, devise and implement systems for improving Development Management and Building Control units and train staff in their use.
- To respond to process queries and complaints.

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to Team leaders of development management and building control support as appropriate.

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Members of the public

## RESOURCES

- Responsible for the accurate handling and security of small sums of cash and cheques or financial resources.

## TRAVEL DESIGNATION

- HMRC mileage rates

## GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*

