

<b>Designation:</b>	<b>Systems Processing Officer</b>
<b>Grade:</b>	<b>Stroud 4</b>
<b>Responsible to:</b>	<b>Principal Business Support Officer</b>
<b>Service Area:</b>	<b>Development Management /Building Control</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

5 GCSE's Grades A-C or 4-9, including Maths & English Language or equivalent.  
IT qualification or evidence of willingness and ability to work towards one.

### EXPERIENCE

A proven track record in systems analysis and documenting processes.  
Experience of working in administration.  
Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public  
Experience of financial processes  
Experience of using various computer software systems and Microsoft software

### SKILLS & KNOWLEDGE

Excellent written and verbal communication skills.  
Excellent IT skills and confidence with Software Packages.  
Problem solving skills.  
Excellent numeracy skills.  
Ability to manage own workload and prioritise accordingly, sometimes under pressure.  
Strong organisational skills and the ability to multi-task  
Attention to detail and high level of accuracy  
Knowledge of General Data Protection Regulation  
Ability to work under own initiative.

### PERSONAL ATTRIBUTES

Committed to providing excellent customer service.  
Able to work to changing needs and priorities.  
Professional manner when dealing with colleagues, stakeholders and the public  
Ability to work as part of a team and to manage own time and workload  
Adaptable and proactive approach to work with a willingness to learn  
Supporting and Delivering the Objectives and Priorities of the Council  
Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

NVQ Level 3 – Business Administration, Customer Service or equivalent.  
Management qualification

### EXPERIENCE

Experience with Idox Software (Uniform and Document Management System)  
MS Office, including Word, Outlook, Excel and Access.

## CORE COMPETENCIES

### Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

### Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### Innovating

You will be able to seek better, more effective ways of delivering services.

### Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.