



Coventry City Council

Job Description

Vacancy Reference No:

Job Title: Revenues and Benefits System
Support Officer

Job Number:

Service: Revenues and Benefits

Post Number:

Location: Friargate

Grade: 5

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To assist in supporting all operational functions within the Revenues and Benefits Service in order to meet Business objectives as determined within the Service and Operational Plans.

Main Duties and Responsibilities:

1. Provide specialised business process and application support services for all revenues and benefit staff and work with users to identify and diagnose logged incidents, problems, application bugs, functional or documentation discrepancies assisting in the resolution as necessary. Record all progress updates on the ICT service management tool.
2. Ensure that all user support issues are logged on the ICT Service Management system, tracked, diagnosed and resolved or escalated to 3rd party application vendors.
3. Direct revenues and benefits staff to logging all support issues and service requests to the single point of contact service desk and work with ICT User Support Lead to ensure that all required information is recorded in the system.
4. Liaise with Performance Monitoring Officers within ICT Support Services team to report on Supplier Performance against agreed Service Level Agreements and Contracts. Agree suitable metrics and KPI's to monitor and manage performance of 3rd party suppliers and ensure processes are in place to record actual performance over time.
5. Investigate application problems and liaise with the ICT Application Management and Application Change Teams and/or Infrastructure Operations or Infrastructure Change teams and 3rd party software suppliers to resolve.
6. Conduct audit checks on daily batch processes, output and financial reconciliation and liaise with the relevant support provider to ensure any issues are resolved as soon as possible. Ensure that all

issues are logged in the ICT Service Management Toolset so that a full service history is captured and maintained.

7. Monitor and test the quality of output being produced from all systems within the Division and bring to the attention of the ICT Application Management Lead and/or ICT Service Delivery Managers where there are concerns over the accuracy or legitimacy of data provided.
8. Liaise with the Business Account Manager for the Directorate on any incidents, problems or Service Delivery issues from the ICT Department or 3rd Party suppliers.
9. Work with the ICT Test Team to provide Functional testing of all new software releases in conjunction with suppliers to ensure their correctness, robustness, and recommend/support any changes necessary to working practices and procedures.
10. Work with the ICT Test Team to test and implement changes, improvements and enhancements to the system including correspondence, templates and document types.
11. Ensure all system produced reports are produced, checked, monitored and acted upon where appropriate.
12. Ensure all parameters are input enabling the on-line system to produce necessary documentation in the correct format and with minimal disruption to the operation of the Service.
13. Organise, and where appropriate, deliver briefings to staff in the use of the business applications within the Division in respect of Academy, Anite and all other application packages used by the Service. In addition provide back up to the various sections by providing business process and application support advice.
14. Assist in the implementation of new initiatives and programmes of change, working with the Head of ICT Change, and provide business leadership for projects as appropriate to ensure best practice is adopted and recorded.
15. Work with Business Account Managers, Business Analysts, Technical Architects and Heads of Strategy & Architecture, Change, Operations, Support Services and Directorate Liaison Unit as required to drive innovation and efficiency into the service.
16. Attend user groups and internal working groups on behalf of the Service as required.
17. To provide performance information in respect of all work carried out by the Service both on a daily basis in the form of system reconciliations, and at varying intervals as agreed, e.g. weekly, monthly, and quarterly performance monitoring.
18. To produce reports on statistical information as requested by Senior Managers, in the requested format for grant, subsidy and government returns as well as internal statistical requirements.
19. To be responsible for ensuring system processing notes are up to date and in line with legislation.
20. Maintain a good working knowledge of all legislation relating to Housing and Council Tax Support, Council Tax and Business Rates.
21. To establish and maintain relationships with internal and external bodies such as ICT Change, Operations, Support Services, Directorate Liaison Unit and Strategy & Change, the system suppliers and other Local Authorities.

22. Promote efficient and effective team working by mentoring other members of staff when requested, assisting with on the job training and giving advice and guidance.
 23. Identify training needs of users and liaise with training officers to ensure these are addressed
 24. To perform audits of the software systems to ensure good practice is maintained in respect of file management, housekeeping, data protection, system backups, software licences or user errors
 25. To maintain appropriate detailed technical records of support activities including problems, solutions, duration and inventory changes.
 26. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

The post holder will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: NA

Responsible to: System Support Team Manager

Date Reviewed: August 2022

Updated: August 2022



Coventry City Council

Person Specification

Job Title:	System Support Officer	Job Number:	
Service:	Revenues and Benefits	Post Number:	
Location:	Friargate	Grade:	5

Area	Description
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Knowledge:	Knowledge of relevant legislation e.g. Benefits, Council Tax, and Business Rates.
	Good working knowledge of EDMS (workflow).
	Knowledge of Local Tax and Benefits computer applications.

Skills and Abilities:	A high level of computer literacy.
	Accuracy and attention to detail.
	Ability to work on own as well as part of a team.
	High level of organisational skills.
	Ability to assess and prioritise information and work.
	Ability to interpret complex instructions.
	Highly developed communication skills, written, oral and presentational.

Experience:	Experience of working in a customer service environment.
	Experience in the use of a Document Management system.
	Experience in the use of Microsoft Office.
	Experience of identifying and resolving IT issues.
	Experience of working under pressure to support demand lead services.
	Experience of working to and delivering to tight deadlines.
	Experience of identifying and implementing service and system enhancements.

Special Requirements:	Willingness to work non-standard hours on occasions.
	Understanding of equality and diversity issues.
	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Reviewed: August 2022

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