

Job Description and Person Specification



Job Description

Job Title	System Support Analyst
Grade	5
Service	Human Resources
Reports to	HR Systems & Management Information Team Manager
Location	One Friargate
Job Evaluation Code	Y5680D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

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:



About the Service your team will provide

Purpose of the role / Output

Work as part of a team to drive forward the improvement of digital services and systems by:

- Undertaking support and administration functions for HR systems.
- Producing a range of reports and management information.

Main Duties & Key Accountabilities

Core Knowledge

- Provide application support and administration services for ICT systems within the HR Service to help improve business processes, user experience and maximisation of system functionality.
- Provide assistance to users, via Microsoft Teams, or face to face when in the office, and by the creation and update of guidance notes using a range of media, both during rollouts and when systems are operational.
- Liaise with 3rd party suppliers on any new developments, service incidents, problems or service delivery issues.
- Attend regular account meetings with 3rd party suppliers, contributing and escalating items as necessary.
- Attend user groups and internal working groups on behalf of the HR Service as required.
- Produce a range of management information reports to support and inform decision making, assess service performance and complete statutory and non-statutory returns. This includes the development of standard reports and analyses which can be re-run by users via self-service.
- Contribute to the development and maintenance of information resources for the HR Digital Team, including operating procedures and user tools such as Frequently Asked Questions, intranet pages and electronic request management tools.
- Ensure a high standard of customer care and confidentiality at all times, ensuring compliance with the Data Protection Act and local standards and protocols.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
ICT Systems suppliers	All service areas across Coventry City Council HR team colleagues – Resourcing Team

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

Job Evaluation Code	Y5680
Knowledge	
Broad knowledge of the types of ICT systems and technologies that are used in a HR service	
Understanding of how effective ICT developments can add value to an organisation	
Understanding of the importance of robust system administration procedures for operational business systems	
Working knowledge of databases, workflows, and report writing tools	
Understanding of the importance of user centred design	
Broad knowledge of Human Resources functions and services	
Skills and Abilities	
Ability to write well-structured documents and reports	
Good organisational skills to manage competing deadlines and work to time critical schedules	
Effective communication skills by telephone, written, online and in person, with a wide range of Council staff and customers	
Adaptability, flexibility and initiative to deal with many and varied tasks	
High level of accuracy and attention to detail	
High level of analytical skills	
Explain digital or ICT processes to users with little prior ICT knowledge	
Team player with the ability to develop effective and productive working relationships at all levels within the team, service, Council and with customers and suppliers.	
Experience	
Working in a relevant project, management information or ICT environment.	
Working with customers to understand their requirements and producing outputs based on their needs	
Completing systems administration tasks for computerised business systems	
Providing guidance to users, via Microsoft Teams, face to face and by a range of media.	

Producing, interpreting and presenting management information, reports, statistical information and analyses.
Undertaking data analysis using Microsoft packages and industry standard reporting tools
Planning and prioritising own work
Qualifications
High standard of education, particularly in numeracy and literacy
Evidence of continuing professional development
Special Requirements
None

Date Created	October 2022	Date Reviewed	October 2022
---------------------	--------------	----------------------	--------------