

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Place	SERVICE GROUP: Neighbourhood and Customer Services
POST TITLE: Executive & Systems Support Officer	REPORTS TO: Assistant Director, Neighbourhood and Customer Services
GRADE: SO1	SAP POSITION NUMBER : 50062790

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

Key Purpose of Post:

To assist the Assistant Director and Service Areas in the management of the Service through analysing and presenting regular reports and through providing systems support.

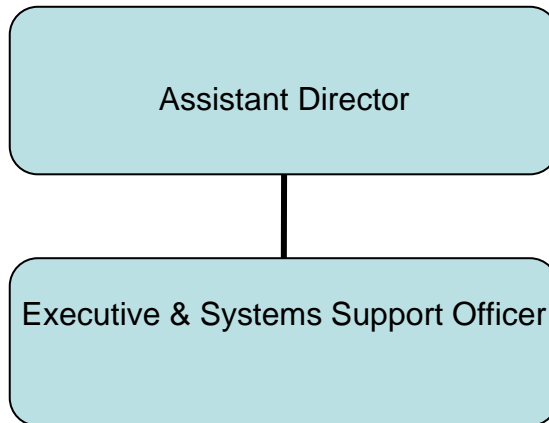
To provide HR systems support to the Assistant Director, as required by HR.

To ensure the effective functioning of the Assistant Director's office through working closely with the Assistant Director undertaking specific research and special projects for the Assistant Director, as required.
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Main Responsibilities of Post:

1. Support the Assistant Director in the management of the Service through analysing and presenting regular reports and through providing systems' support for the Service, analysing financial and management reports prepared for the service and reporting on variances and exceptions.
2. Provide 'super-user' type support for systems for the Service and to attend all necessary liaison and training meetings with regard to these matters.
3. Provide HR systems support to the Assistant Director, as required by HR, including the role of Departmental Champion for Redeployment and assisting HR with the control of vacancies within the department.
4. To take lead responsibility for the Service HR systems and related matters, including sickness and absence recording and monitoring, taking the role of Service Attendance Champion, attending all necessary training and meetings with regard to these matters.
5. To be the designated Complaints/Freedom of Information Gatekeeper for the Service.
6. To take an active role in all GDPR & Data Protection matters, advising other members of the Service.
7. To lead for the service on developing and managing office systems requiring a consistent implementation across the service to support the needs of the Service.
8. To provide support to ensure the Service complies with the Council Key Controls and provide support and guidance on Key Controls across the service.
9. Prepare reports for the Assistant Director and central team and develop recommendations for changes in policies and procedures as appropriate to the needs of the Service
10. Undertake specific research and special projects for the Assistant Director as required.
11. Act as Business Unit Administrator for DBS process and lead for implementation of processes.
12. Will manage own workload with a high degree of independence with regular supervision and within agreed procedures and timeframes.
13. To produce, analyse and provide reports on automated consultation processes.
14. To act as 'note taker' when required for formal meetings, including trade union meetings, disciplinaries and grievances and general management meetings.

Structure:



Special Knowledge Requirement: Will be used for shortlisting.

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.

	Essential
Due to the Government's Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the <u>Advanced threshold</u> level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview).	X
Carries out the working practices, procedures and basic operations across a specialist area	X
Understands and applies health and safety working practices, including risk in own area of work and or across other areas of work	X
Uses a wide range of basic and complex computer applications	X
Knows the costs for products and services within own area of responsibility	X
Knows and understands how to analyse, interpret and present complex information from a variety of sources	X
Maintaining, developing and establishing systems relating to Human Relations	X
Maintaining, developing and establishing systems relating to finance	X
Financial/budget monitoring	X
Information and statistics collation and report writing and production	X

Relevant experience requirement: Will be used for shortlisting

The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.

Record and inventory keeping

Contact with a wide range and level of staff

PA/Office Management

Relevant professional qualifications requirement: Will be used for shortlisting

Educated to degree level or equivalent and at least 3 years' experience in an administrative or systems role within the public sector or a large private company.

OR

at least 5 years' experience in one of the above work areas

Core Employee competencies to be used at the interview stage.		
Delivering Successful Performance - monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.		
Developing High Performing People and Teams coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
Communicates Effectively - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.		
Carries Out Effective Decision Making - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
Occasional unsocial hours.		
Compiled by: Ian Day Date: 25 Nov 2019	Grade Assessment Date:	Post Grade: