

Role Profile

Job Title:	Information & Systems Assistant
Team:	Central Services
Reports to:	Information & Systems Manager
Period of Post:	Permanent
Location:	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
Hours of Work:	Normally 35 per week Additional hours may be required to be worked in order to meet the exigencies of the service
Salary scale:	The salary scale for the post is: <ul style="list-style-type: none"> • Point 17 £20,019 • Point 18 £20,583 • Point 19 £21,000 • Point 20 £21,426

Job Purpose:

To assist with the development of effective information and communication systems and mechanisms to enable accurate and relevant information to be shared with colleagues, customers and external agencies in a timely manner.

Key responsibilities:

- Auditing system use and data quality and supporting users to meet compliance expectations.
- To support the Information & Systems Manager with the implementation of new systems, backfilling of data, providing training and on-going support to end-users and operational cover when resources are limited.
- To assist in the configuration of systems: assessing user needs, change control and documentation.
- To assist in the development of reporting mechanisms.

Key Activities:

The post holder will be responsible for the following activities:

- Accurate backfilling of data required for new systems through cleansing and uploading of existing datasets or re-keying.
- Auditing system use and data quality and supporting users to meet compliance expectations
- Introducing new users to systems through formal, and informal, on the job training.
- Supporting services during periods of 'parallel running' when new systems are being introduced.
- Supporting services to ensure systems are kept up to date at times of operational resource limitation.
- Assisting with the development of training materials and step by step 'How To' instructions.

- Assisting with the identification and assessment of information requirements across the organisation.
- Assisting in the identification, configuration and implementation of systems to meet requirements, including reporting mechanisms.
- Assisting with the documentation of systems including change control and version control.
- Assisting with Information Governance tasks including those which ensure GDPR compliance.
- Providing general end-user support for MS Office products.
- Maintaining good working relationships with colleagues at all levels within the organisation

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Experience of working positively with colleagues at all levels	✓	
Experience of providing end user support		✓
Experience of using databases	✓	
Experience in the social care sector/housing/public sector or similar		✓
Experience of rostering/resource management/logistics software		✓
Experience of the introduction of new information systems		✓
Experience of delivering informal training		✓
Experience of undertaking audits	✓	
EDUCATION AND TRAINING		
Qualified to HNC level in relevant topic or equivalent experience	✓	
Willingness to commit to continuous professional development	✓	
KNOWLEDGE & SKILLS		
Knowledge and understanding of information systems based on databases	✓	
Knowledge and understanding of the principles of data protection and awareness of current legislation	✓	
Excellent organisational, administrative and report writing skills	✓	
Proficient in the use of the Microsoft Office suite	✓	
Ability to operate effectively in and across teams and on own initiative	✓	
Attention to detail	✓	
CREATIVITY & INNOVATION		
Problem solving ability	✓	
COMMUNICATION		
Excellent interpersonal skills and able to communicate effectively at all levels	✓	
Ability to collate and present information in a range of formats	✓	
DECISION MAKING		
Robust analytic approach	✓	
Ability to identify and analyse risks to support safe and effective decision making	✓	
VALUES		
Demonstrate respect at all times and possess a core value of respect for diversity	✓	
OTHER ATTRIBUTES		
Ability to prioritise workload and manage competing demands	✓	