

## Role Profile

<b>Job Title:</b>	Information Technology and Systems Assistant
<b>Team:</b>	Central Services
<b>Reports to:</b>	Information Technology and Systems Manager
<b>Period of Post:</b>	Permanent
<b>Location:</b>	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
<b>Hours of Work:</b>	<p>Normally 35 per week</p> <p>Due to the nature of the role, duties will include evening and weekend working. Additional hours may require to be worked in order to meet the needs of the organisation.</p>
<b>Salary scale:</b>	<p>The salary scale for the post is:</p> <ul style="list-style-type: none"> <li>• Point 20 - £22,239</li> <li>• Point 21 - £22,686</li> <li>• Point 22 - £23,139</li> <li>• Point 23 - £23,625</li> </ul>

### 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 Technology & 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.
- To assist the IT&S Officer/Manager in their duties and be able to cover for them as required

### 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.
- Assisting the IT&S Officer and IT&S Manager in the performance of their duties
- 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.

*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
<b>EXPERIENCE</b>		
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	✓	
Experience of network monitoring and management		✓
Experience of undertaking cyber security		✓
<b>EDUCATION AND TRAINING</b>		
Qualified to HNC level in relevant topic or equivalent experience	✓	
Willingness to commit to continuous professional development	✓	
<b>KNOWLEDGE &amp; SKILLS</b>		
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	✓	
<b>CREATIVITY &amp; INNOVATION</b>		
Problem solving ability	✓	
<b>COMMUNICATION</b>		
Excellent interpersonal skills and able to communicate effectively at all levels	✓	
Ability to collate and present information in a range of formats	✓	
<b>DECISION MAKING</b>		
Robust analytic approach	✓	
Ability to identify and analyse risks to support safe and effective decision making	✓	
<b>DIVERSITY</b>		
Champions respect for diversity across all activities and acts as a positive role model to others at all times.	✓	
<b>OTHER ATTRIBUTES</b>		
Ability to prioritise workload and manage competing demands	✓	

Full UK driving licence and use of car for work purposes		✓
Flexibility with regards to working pattern to meet the needs of the service	✓	