WARWICK DISTRICT COUNCIL

JOB DESCRIPTION

DEPARTMENT: Environmental Health   JOB NUMBER: NEW

JOB TITLE: Systems Administrator   DATE RECEIVED: 27 February 2007
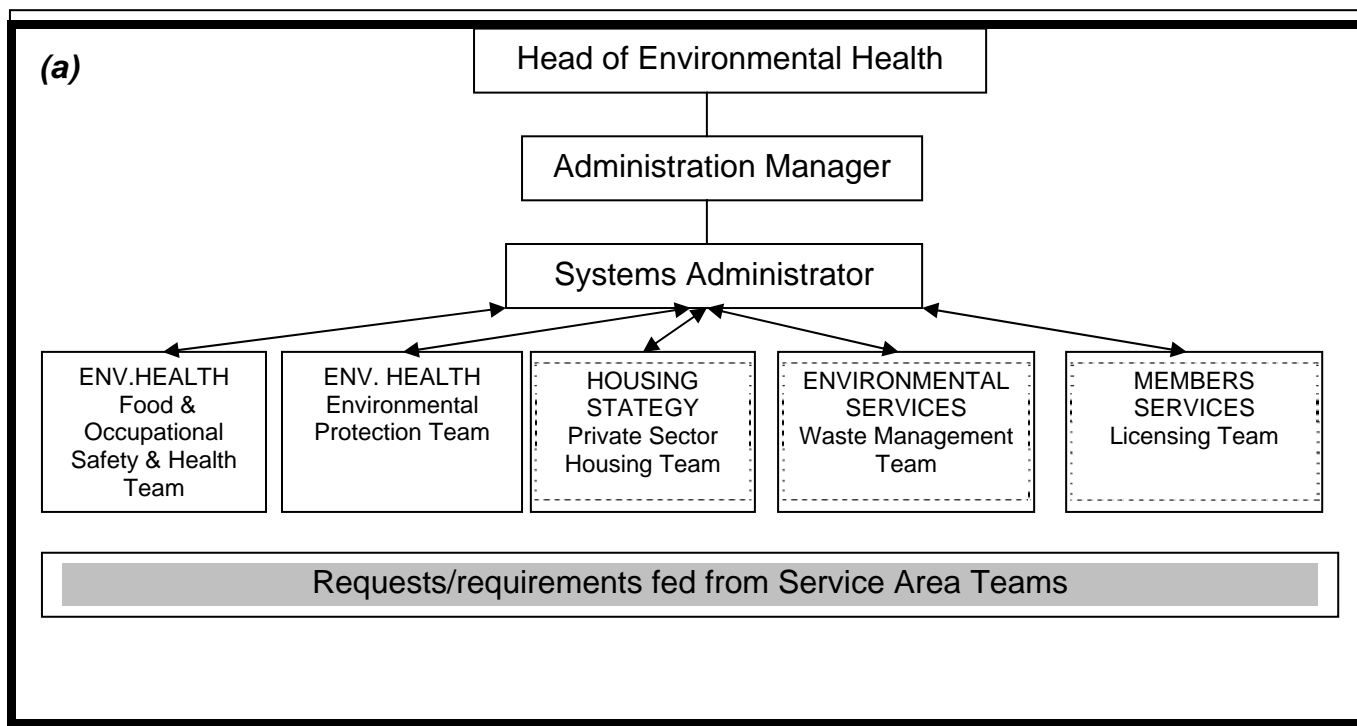
1.   PURPOSE OF YOUR JOB

To act as lead user and coordinator for the development and implementation of APP/Civica (Flare) across all service areas utilising the system and to contribute to the provision of high quality and effective services for Environmental Health and other service areas, through the development and maintenance of IT solutions. The post will play an important role in the achievement of customer care excellence, E-Government objectives and assist with re-engineering of our services.

2.   PRINCIPAL ACCOUNTABILITIES   PERCENTAGE

2.1	Work with Service Area Team Managers to maximise the capacity of APP/Civica to improve efficiency within their work application and develop the functionality of the system in accordance with an agreed work programme and thereby assist with Business Process Re-engineering	**30**
2.2	Maintain the accuracy and integrity of the APP/Civica databases by configuring and amending code structures; conducting audits to identify and report problems and propose corrective action in order to avoid situations where decisions taken and implemented in isolation have a detrimental affect on other users.	**20**
2.3	Develop the system to enable integration with EDRMS, CRM, DMC, GIS, Land Charges, agile working, and other Corporate IT Systems, liaising with ICT and other Corporate system administrators.	**10**
2.4	Responsible for system configuration to ensure delivery of Local Government and other Statutory Body returns, on line public registers and, where appropriate, applications for licences, registrations etc. national and local Performance Indicators and other ad hoc reports.	**10**
2.5	To act as trouble-shooter providing a quick response to problems, liaising with ICT and APP/Civica as necessary.	**10**
2.6	Provide structured training on the use of APP/Civica and develop guidance procedures for all users.	**10**
2.7	Responsible for supervision of the system, for the configuration of users with regard to security access to databases and data, and for system testing new releases	**5**
2.8	Attend external APP/Civica User Groups and facilitate an internal User Group to impart knowledge and give briefings and advice on implementation and usability of new functionalities or upgrades.	**5**

3. ORGANISATION

(a)

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                    ┌─────────────────────────────────┐
                    │  Head of Environmental Health   │
                    └─────────────────────────────────┘
                              │
                    ┌─────────────────────────┐
                    │  Administration Manager │
                    └─────────────────────────┘
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                    ┌─────────────────────────┐
                    │  Systems Administrator  │
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ENV.HEALTH Food & Occupational Safety & Health Team	ENV. HEALTH Environmental Protection Team	HOUSING STATEGY Private Sector Housing Team	ENVIRONMENTAL SERVICES Waste Management Team	MEMBERS SERVICES Licensing Team

Requests/requirements fed from Service Area Teams

(b) **Responsibilities of your immediate subordinates** – *No subordinates.*

(c) **Reporting relationship which exists between yourself, your immediate Boss and, if applicable, the Committee/Chief Executive/Chief Officer to whom you are accountable.**

Daily contact with Administration Manager to report on progress and issues arising, also with ICT, Team Managers (or "specialists" or specific staff within the Teams) to deal with operational problems. Monthly contact (or as necessay) with Team Managers regarding their specific development/requirements of the system. Monthly report and review with Head of Environmental Health and to establish priorities.

4. DIMENSIONS
Financial:
Capital: For the APP/Civica project   £88,200

Revenue: Environmental Health (inc. Private Sector Housing)}
              Waste Management   }   £20,000
              Licensing   }

People:			
Environmental Health Staff	34		£874,500
Private Sector Housing	5		£159,200
Waste Management	8	£227,300	
Licensing	4		£57,600

(The staff grades of the above range from Grade 7 (1); B (4); C (1); D (6); E1 (13); E2 (2); F (10); G (7); H (7))

Other: Across Service Areas – Essential work management system for key service delivery.
              Delivering IT outcomes to support corporate systems.
              Liaising regularly with Team Managers, service area specialists, ICT APP/Civica, external and internal User Groups.

Day to day working with approximately 50 staff

5. JOB CONTEXT

5.1 APP/Civica is a new system within the Council. The role is to assist its initial implementation and then to enable implementation across a range of service areas in an agreed roll-out programme. There will then be ongoing support and maintenance in relation to the data inputted into the system.

5.2 Key to this will be devising and setting standards and rules of use which will ensure consistency and accuracy across work areas.

5.3 The postholder will need to have knowledge of and to take into account the development of Corporate IT systems and to have detailed understanding of tasks within a range of Service Areas.

5.4 The workload of Service Areas will be managed through APP/Civica and therefore it is essential that the consistency and accuracy of data is maintained.

6. SCOPE FOR IMPACT

Once the APP/Civica software is enabled and integrated with other corporate systems technical involvement by IT services will reduce. However, the software will not be fully usable unless forms, action codes and menu options are set up for each service area. This does not require an IT specialist but someone with in-depth working, rather than technical, knowledge of the software and an excellent understanding of the service areas using the system.

In some situations data entries related to one premises are inputted against a similar but wrong address eg a slight variation in address details. Data may therefore be 'lost' unless someone regularly checks and sorts through entries and re-organises them. Where one section alters information against an address this will have an impact on the rest of the system. The job of the Systems Administrator is to coordinate modifications to the system to avoid corruption of databases.

In the case where a new working arrangement is needed modifications to forms and codes etc within the system will be needed. Operational staff will not have the time or depth of knowledge to make these adaptations and it will be vital that any changes are carried out in a manner which is compatible with all users.

7. CHALLENGES

7.1 Staying up to date with emerging technological developments and legislation.

7.2 Understanding the needs of individual Service Areas and develop standards and configuration of the system which enables consistency of approach across all users

7.3 Communication with staff at all levels within different Service Areas

7.4 Resolving problems quickly to ensure that their impact on service delivery and performance targets is minimised.

7.5 Understanding corporate goals and the need to work within them to deliver efficient, flexible and effective services to the public.

8.   KNOWLEDGE AND EXPERIENCE

Qualifications & Training
- Possess at least 2 A Levels or be qualified to NVQ level 3 standard.
- Ideally attended basic training and initial implementation training by APP/Civic (Previously flare)

Experience
- Ideally two years experience of local government procedures and processes.

Knowledge
- Previous experience of APP/Civic (previously flare)
- Broad knowledge of IT systems and applications. Especially databases and web applications.
- Ideally previous experience of administering APP/Civic (previously flare) including setting up reports, action templates, configuration of activity templates and coding

Skills & Abilities
- Excellent communication and administration skills
- Excellent literacy and numeric skills
- Well organised
- Ability to cope under pressure
- Ability to prioritise work, and work to deadlines
- Ability to work under own initiative

9.   ADDITIONAL INFORMATION

There is a need to maintain contact with personnel and work across several service areas. The ability to keep up to date with operational activities within these service areas is essential.

Environmental Health will be the largest user of APP/Civica and they work closely with Private Sector Housing and Waste Management. Environmental Health continues to undertake some of their Administration since re-structuring moved these sections out of the department. Environmental Health also works closely with the Licensing section for obvious reasons. The post is to be managed by Environmental Health but the postholder is required to be responsive to other service area (who use the APP/Civica system needs, as necessary.

10.   APPROVAL

SIGNED ………………………………..   …………………………………….
POSTHOLDER   HEAD OF BUSINESS UNIT
                                                                          (OR NOMINEE)

DATE …………………………………   DATE …………………………...