

# JOB DESCRIPTION



## **Environmental and Leisure Systems Specialist (2562)**

### **Service Area**

Environmental and Leisure Services

### **Manager/Team Leader**

Environmental and Leisure Business Support Manager

### **Direct reports**

N/A

### **Total Managed**

N/A

### **Purpose of the Role**

As a key member of the Environmental and Leisure Service, to lead the development and improvement of business systems, ensuring robust, efficient, and compliant operations.

To prioritise tasks, share knowledge, deliver training, and respond positively to instruction, supporting service needs and the Council's transformation agenda.

### **Key Result Areas**

1. Design, develop and implement SQL databases and Microsoft systems to manage data, thereby contributing to the Council's business transformation.
2. To support, develop, maintain and integrate technology within the department.
3. To provide technical expertise and advice, being the first point of contact for issues affecting data integrity and seek resolutions to bring about system reliability.
4. Lead technical negotiations with system suppliers, escalating unresolved issues to management and providing comprehensive context when desired functionality cannot be achieved.
5. To participate in user groups on a regular basis and feedback highlights to management and end users to support best practice.
6. Coordinate the prompt administration of essential routines to ensure timely and accurate reporting of mandatory data. Monitor team activities relating to

the above to ensure activities appropriately undertaken in a timely manner.

7. To extract and modify data from a range of systems, including Power BI and Jaspersoft, to provide reliable reports that support the work of the department.
8. Ensure data quality, accessibility and integrity through regular maintenance. Responsible for the quality of information provided in government returns, FOIs, data access requests and to internal and external auditors and partners for key controls.
9. Research and identify bugs in current software, investigate complex problems to understand cause. Work jointly with ICT to effectively administer all outstanding incidents and where necessary, pursue software developers for solution.
10. Where software faults are identified, work jointly with service providers, management and internal contacts to determine if system access should be restricted, to minimise reputational risk. Implement fixes and support with delivery of upgrades, in line with agreed delivery schedules.
11. To maintain efficient integration between front end applications and the Council's back-office applications.
12. To collaborate, with other service areas as required, to deliver system improvements using modern development tools and methodologies, in response to business requirements within the service area.
13. To mentor colleagues by training them in person, online and by producing procedure notes, to explain how they can use the systems at their disposal. To provide support in a clear and helpful way, at a level adapted to the relevant audience.
14. To promote and adhere to the workplace values of our organisation.
15. To take responsibility for your own Health and Safety at work and that of other persons who may be affected by your actions.
16. Any other work required and as directed within the confines of the existing grading and post.

# PERSON SPECIFICATION



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

<b>Environmental and Leisure Systems Specialist</b>				
		<b>Essential</b>	<b>Desirable</b>	<b>How Identified</b>
<b>Experience/ Knowledge</b>	Experience of SQL databases and system support	✓		<b>Application form*/ Interview</b>
	Understanding of the Plain English Campaign and interpreting complex technical information into widely accessible training material	✓		<b>Application form*/ Interview</b>
	Experience of integrating systems across multiple applications		✓	<b>Application form*/ Interview</b>
	Experience of using 3rd party systems and software to produce reports	✓		<b>Application form*/ Interview</b>
	Sound understanding of information management and knowledge sharing concepts and principles including the Data Protection and Freedom of Information Act	✓		<b>Application form*/ Interview</b>
	Knowledge of change control and release management		✓	<b>Application form*/ Interview</b>
	Experience of training others in use of systems	✓		<b>Application form*/ Interview</b>
<b>Qualifications</b>	A qualification in system training		✓	<b>Application form*/ Interview</b>
	IT related degree	✓		<b>Application form*/ Interview</b>

\*In order to assess this from the application form we require you to provide an example.  
Aptitude testing may be performed at interview.

<b>Training</b>	Formal training or strong demonstrable experience in current Microsoft technology, such as: SQL Server, Office applications, Outlook, Power Apps, Power Automate.	✓		<b>Application form*/ Interview</b>
	Formal training in delivering training to others		✓	<b>Application form*/ Interview</b>
<b>Skills</b>	Analytical skills and ability to identify issues	✓		<b>Application form*/ Interview</b>
	Pro-active and customer focused	✓		<b>Application form*/ Interview</b>
	Good verbal and written communication skills	✓		<b>Application form*/ Interview</b>
	Time management and managing priorities and deadlines	✓		<b>Application form*/ Interview</b>
	Excellent attention to detail	✓		<b>Application form*/ Interview</b>
	Professional negotiation on technical points	✓		<b>Application form*/ Interview</b>
	Problem solving skills	✓		<b>Application form*/ Interview</b>
<b>Aptitude and Disposition</b>	Collaborator	✓		<b>Application form*/ Interview</b>
	Flexible	✓		<b>Application form*/ Interview</b>
	Adaptable	✓		<b>Application form*/ Interview</b>
	Positive outlook	✓		<b>Application form*/ Interview</b>
	Supportive of others	✓		<b>Application form*/ Interview</b>
	Logical	✓		<b>Application form*/ Interview</b>

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Aptitude testing may be performed at interview.

<b>Personal Circumstances</b>	Able to work occasional evenings / weekends	✓		<b>Application form*/ Interview</b>
<b>Physical</b>	May occasionally be required to attend meetings in other locations	✓		<b>Application form*/ Interview</b>

### **Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the Council:

**Fairness** - We respect people and treat everyone fairly

**Ambition** - We welcome new challenges and embrace change

**Integrity** - We are open and honest and listen

**Resourcefulness** - We strive to be efficient with our resources

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