

People Directorate

Helpdesk Analyst
Job Description and Person Specification

May 2013

Job Description

Job Title:	Helpdesk Analyst
Service Area:	People Directorate
Function:	Children and Families
Team:	Children's Systems Team
Post number:	EL 2077
Grade:	LBR09
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Lynton House, Ilford
Reports to: <i>Job title</i>	LCS Operations and Improvement Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but will supervise and mentor 2 Helpdesk Officers.

<p>Role purpose and role dimensions: <i>Overview of the job</i></p>	<ol style="list-style-type: none"> 1. Provides high quality Helpdesk services to 1,000 Social Care and Multi-agency practitioners using Children's Services case management applications (Protocol and EHM) that facilitates: <ul style="list-style-type: none"> • Case management and record keeping for children in need, looked after children and child protection cases in accordance with statutory requirements the Children Act 1989 (2004), The Children Leaving Care Act 2000, Adoption and Children Act 2002 • The contact, referral, assessment, planning, Intervention and reviewing model for all children in need, Child Protection, and Looked After Children (Fostering and Adoptions) • Multi-agency safeguarding hub for joint confidential assessment, research and referral of vulnerable children. • Multi-agency Electronic Common Assessment Framework for early help and intervention. • The collection and reporting of data for key performance indicators for the Department of Education in accordance with the Children in Need Census. 2. Provides all first point of contact support and advice to Children's Services customers to ensure the most effective and efficient use of the systems and services. 3. Resolves operational incidents and manages escalation. 4. Provides, delivers and manages operational change requirements including new software, services and user environment. 5. Participates in the testing of new software releases, liaising with customers and vendors to resolve bugs and certifying the product's fitness for release. 6. Develops/amends case management application forms using provided software according to specifications and implements to release processes as directed by OFSTED recommendations and Social work practice. 7. Develops ad-hoc reports for customers and managers.
<p>Key external contacts: <i>Organisations</i></p>	<p>Case Management/Application Suppliers and Service Provider – Liquidlogic, Business Objects, Department of Education, OFSTED.</p>
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<p>All Children's Services customers using Case Management systems, including Director, and Chief Officer.</p> <p>ICT Services.</p> <p>Data and Research Team.</p> <p>Service users working for partner organisations within the authority.</p> <p>Other multi-agency partners within the framework of supporting children: Schools, Health, Youth Offending, etc.</p>
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Managing procurement and delivery of applications change requests, new development work with customers, vendors, and delivery.</p>

Key areas for decision making:	<p>Autonomy Uses discretion in identifying and resolving complex problems, assignments, process improvement and accountable for progress. Plans own work to meet given expectations using specific standards. Determines when problems should be escalated to a higher level.</p> <p>Influence Interacts with and influences colleagues and practitioners. Frequent external contact with suppliers. In predictable and structured areas may supervise others, prioritise work or allocate resources. Decisions may impact work assigned to individual/phases of project/customers.</p> <p>Complexity Broad range of work, sometimes complex and non routine, in a variety of environments and contexts.</p> <p>Business skills Understands and uses appropriate methods, tools and applications to meet required standards and needs. Demonstrates analytical and systematic approach to problem solving. Takes initiative in identifying and negotiating appropriate development opportunities. Communicates technical and practice information fluently and skilfully, orally and in writing, with a wide audience. Contributes fully to the work of teams. Plans, schedules, delivers and monitors own work activities to a high standard within limited time horizons.</p> <p>Is able to absorb and apply new statutory, regulatory, practice policy and technical information. Maintains awareness of existing systems and developing technologies, taking some responsibility for personal development. Appreciates wider field of information systems, how own role relates to other roles and to the business of the employer or client.</p>
Other considerations: <i>E.g. working patterns</i>	First point of contact for customers and delivery of front line operational and application services. Demanding environment requiring consistent, high quality service providing rapid response to customer needs via telephone, email, or in person. Able to manage operational change processes individually and consistently as part of a team.

Key accountabilities and result areas:	Key elements: This will involve:
Incident Management	Provide 1st and 2nd line support for all raised issues, maximising first point of contact resolution, escalating to and working with 3rd line internal and external support where necessary.
Operational Change Management	End to end management of customer requests for application changes, data requests, and new development. Manages own resources and third parties to deliver service.
Problem Management	Identify and analyse recurring issues affecting customers and work with team leader and other teams to gather information and provide initial assessment.
User Environment	Operational management of end-user environment, including data access and reporting. This includes application configuration and trusted access to sensitive systems and data.
Development Implementation Services	<p>Technical support that includes:</p> <ul style="list-style-type: none"> Facilitating supplier changes by championing practitioner interests, conducting testing cycles with users, and consulting with the practice on configuration options. Conducting in-house software development, according to prescribed development life-cycle, which consists of gathering and documentation of full user requirements from practitioners, solution design, 'prototyping', software development, user acceptance testing, final sign-off and implementation.

Application Support	Provide advice and guidance to customers, increasing knowledge and maximising the business benefits and effective use of technology to aid the practice in meeting their statutory and regulatory obligations in the safeguarding of children. Assist in developing and delivering end-user training.
Contacts & Relationships	Build trusting and professional working relationships with customers, colleagues, suppliers and other 3rd parties. These vary substantially and include immediate assistance and advice, negotiation, setting expectations, fulfilling requirements and managing workloads. Contact may be urgent, complex and potentially contentious and requires calm, diplomacy and tact.
Decisions	Use available information to provide a range of options for making decisions subject to own discretion within policy guidelines, expectations of customers and standards set by managers. Understand the impact of decisions on service provision.
Problem Solving	Approach problems in a methodical manner, assessing the information and applying knowledge to achieve a solution. Use initiative and think creatively where alternative provision needs to be developed.
Processes	Help develop and improve processes to provide better or more efficient services and use of resources.
Procedures and Documentation	Help create and maintain documentation of Case Management and systems knowledge, procedures and policies to ensure consistent and efficient services that are always up to date and delivering to the highest quality possible. Maintain up to date information on all service requests and actions taken to resolve them.
Knowledge	Ensure deep personal and current knowledge of all applications and supporting IT platforms. Ensure deep personal and current knowledge of all practice processes and procedures, statutory and regulatory guidelines.
Service Quality	Work with managers and colleagues to identify improvements and innovations to the Helpdesk that deliver a better service or improve efficiency. Provide guidance and advice to junior colleagues.
Workload Management	Manage and prioritise own work plan, balancing managed workflows and deadlines against immediate needs of customers and incidents.
General accountabilities and responsibilities	
Green Statement	Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.

Conduct and Whistleblowing	Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (Whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a CRB Disclosure check and references will be taken up prior to interview.
Equalities	Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Helpdesk Analyst		
<i>Method of candidate assessment: A = Application form; I = Interview; T = Test. Weighting: 3 = most important, 2 = least important</i>		A – I – T	Weighting
Minimum education/ qualifications:	Educated to at least GCE A level, SQA Highers or equivalent standard.	A	3
Minimum experience/ knowledge/ skills:	Significant experience within a helpdesk environment - or technical customer and procedural equivalent.	A, I	3
	Substantial proven experience supporting PROTOCOL Liquidlogic Children's System Application .	A, I, T	3
	Experience working with Liquidlogic's Early Help Module.	A, I	3
	Excellent problem-solving skills in technical and service delivery environments using logic, knowledge and sound processes to analyse information and apply, deduce or develop solutions.	A, I, T	3
	Experience of writing queries/ stored procedures using SQL Server.	A, I	2
	Report writing using Business Objects.	A, I	2
Minimum competencies: Customer focus	Able to empathise with customers and understand their needs. Committed to ensuring excellent customer care through the efficient use of resources.	A, I	3
Communicating and influencing	Excellent oral communication skills and able to produce concise and clear written communication, including procedures, documentation and instructions.	A, I, T	3
	Able to influence all levels of customer expectations and their effective use of systems. Gains co-operation of colleagues from other teams in delivery of services.	A, I	3
Building relationships, working together and in partnership	Very good team worker and able to establish rapport quickly with customers, colleagues and partners. Builds confident and effective working relationships at all levels.	A, I	3
Respecting & implementing diversity	Displays a sound understanding of equality issues, respects and values individuals' diversity and the variety of their contributions	A, I	2
Planning, organising & achieving results	Able to prioritise work and allocate resources considering all factors with minimal supervision. Balances competing activities against deadlines, managed workload and immediate customer needs.	A, I	2
Embracing change	Is adaptable, receptive to new ideas, and willing and able to adjust to new demands and circumstances.	A, I	3
Special conditions:	Able to work flexible hours where necessary to meet service requirements.	A, I	3