

## **Job description**

### **Systems Administrator**

### **Planning and Growth**

### **Band 4**

This role sits within the Planning, Growth and Regulatory services of West Suffolk Council.

This role will be based at both our Bury St Edmunds and Mildenhall offices. You may reasonably be required to work at any other of the council's premises as required to meet the needs of the service. At West Suffolk Council we positively encourage agile working, with work being an activity we do, not a place we go. Work styles are led by operational and organisational need and are jointly agreed between the manager and employee.

### **Purpose of job**

As a key member of the Systems Team within the Planning and Growth Service, you will be working alongside teams within the Planning and Regulatory Service areas to ensure that our systems are as efficient as possible. Part of this job is reviewing current systems to ensure that our processes are efficient and effective.

### **Key responsibilities and activities**

To become the 'service expert' in the usage and administration of the back-office systems: Idox (Uniform, Public Access, DMS, TLC) and Northgate (M3/Assure). To provide support to officers within the service using these systems, and work with managers to ensure that the systems are used in the most efficient and effective manner.

To act as lead co-ordinator for website development between communications and services within Planning and Growth to ensure that information is relevant, up to date, customer friendly, and assist to the delivery of our services.

To assist with the organisation and delivery of both internal and external workshops, training and meetings as required to, including assistance with the compilation of presentation required at such events.

Provide customers with prompt, effective and courteous service which meets or exceeds the customer care and quality standards agreed for the service by responding to phone, email and written enquiries, and by participating in the Duty Officer system. To work closely with staff within

the Customer Service to ensure that the council offers a seamless service for customers accessing the Planning and Regulatory service.

Contribute to the development of customer services through identification of service improvements, participation in meetings, liaison with other service areas, ongoing training, and personal development.

Entering data and maintain the various databases relating to Planning and Regulatory Services ensuring that information is accurate and current for officers and staff to use. To ensure the data is available for monitoring performance against internal and external performance indicators.

Assist and promote channel migration, use of internet, email, and other automated service delivery to customers to achieve channel shift objectives.

The service is committed to the development of a flexible staff structure equipped with the broad range of skills and abilities required to ensure the attainment and maintenance of high standards of service delivery in all aspects of Planning and Regulatory service. Accordingly, the post may be seconded or reassigned to assist other teams within the Planning and Regulatory Service.