

POST TITLE	SYSTEMS AND DATA QUALITY ASSISTANT
DIRECTORATE	PLACE
SERVICE	NEIGHBOURHOOD ENVIRONMENTAL SERVICES, OPERATIONAL SERVICES
RESPONSIBLE TO	OPERATIONAL DEVELOPMENT AND COMPLIANCE TEAM LEADER
NUMBER OF POST HOLDERS	2
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

To provide high quality technical support across the Neighbourhood Environmental service area by ensuring that internal systems are continuously updated with operational information and changes and customer facing systems maintain accurate and up to date information.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Take ownership and responsibility for required asset and route changes and updates to Geographic Information Systems, asset management, and routing information systems for both internal and external stakeholders.
- Work in conjunction with managers to make route collection changes on a small-scale basis. This will require ensuring route software and asset management systems are updated to reflect changes and ensure collection and cleansing staff have access to up to date route information.
- Interrogate appropriate systems to run ad hoc operational reports to support frontline service delivery and highlight where improvements are required.
- Day to day management and running of the Confirm and Routesmart (and others) systems.
- To perform batch updates and closures for bin deliveries and any other services deemed appropriate.
- To undertake Corporate Address Gazeteer updates to appropriate systems.
- Manage generic email in-box for system changes and updates.
- Where appropriate to run daily collection routes from dynamic routing software and ensure these are presented to Operational Managers the day before routes should run.
- To act as the point of liaison with ICT partners to ensure that customer facing information is accurate updated to reflect changes in the service.
- To work with depot managers to manage complaint information to ensure that customer commitments are met within agreed timescales.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- HNC in a Business, Waste Management or Environmental Management related field or equivalent experience or expertise.
- Excellent problem solving skills.
- Excellent attention to detail for data management
- Ability to write reports and undertake analysis and commentary on business performance
- Normally be working within agreed procedures, processes or briefs. When required, will deploy creative solution skills to a task to achieve the agreed outcome.
- Analyse and interpret a wide range of data to evaluate service effectiveness and the achievement of planned outcomes and benefits.
- Contact with staff across the services on a daily basis up to middle management level to discuss requirements of performance reports and indicators.
- Highlight areas where performance related issues are identified although final decision responsibility will lie with their manager.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Required to prioritise their own workload, respond in a timely manner to information requests for service information.
- Will receive work allocated but will also be expected to be pro-active in finding performance solutions to enhance business productivity.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.'
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The post holder has no line management or supervisory responsibility.

RESOURCES

- The post will be responsible for a range of office equipment and will update and maintain data.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and

- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).