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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Public Health Technical Systems Officer |
| **REPORTS TO** (Job Title):  | Senior Public Health Technical Systems Development Officer  |
| **DEPARTMENT:** Public Health  | GRADE: 5 |
| **JE REF:** | 0110 | PANEL DATE: | 03/08/2021 |
| **1.** | **MAIN PURPOSE OF JOB**As a Public Health Technical Systems Officer you will provide support to the Senior Public Health Technical Systems Development Officer in the coordinating of the systems required to monitor, validate and arrange payment for a range of commissioned services.To support the development of relationships between internal and external stakeholders and customers to enhance the delivery of the key directorate objectives in support of the Council Plan and Health and Wellbeing Strategy.Assisting the wider Public Health Team by providing an efficient and effective under the supervision of the Senior Public Health Technical Systems Development Officer.To support all aspects of Provider Payments across Public Health and will have a key role in liaising with the Customer/s. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To lead specific administrative functions and to monitor and develop the processes and procedures employed. |
|  | ii | To support managerial and professional members of staff in the gathering and collation of information and the production of reports and other documents in an accurate and timely manner. |
|  | iii | To work within an agreed set of priorities in managing the department’s workload so as to reconcile competing demands for administrative support. |
|  | iv | To produce standard and individual letters, documents and reports within departmental guidelines and prescribed timescales. |
|  | v | Creating requisitions and processing invoices for commissioned providers. |
|  | vi | Dealing effectively with customer enquiries in person and over the phone, redirecting calls where necessary and accurately passing on messages. |
|  | vii | Working with the Senior Public Health Technical Systems Development Officer and external providers to validate and approve invoices for Genito-urinary Medicine using Microsoft excel and other software. |
|  | viii | To undertake special projects/assignments relating to administration under the direction of a more senior officer as required. |
|  | ix | To provide support and manage in the absence of the Senior Public Health Technical Systems Development Officer in maintaining and managing bespoke systems such as PharmOutcomes and Theseus as demanded by the needs of the service. I.e. passwords resets, raising tickets for glitches, new accounts. |
|  | x | To manage the diary of other members of staff to ensure the needs of the service are met. |
|  | xi | To provide project support for Senior Public Health Officers for specific public health projects, campaigns and promotional activities. |
|  | xii | Matrix working with Officers across the Council to co-produce and jointly deliver specific projects thus helping to ensure the embedding of Public Health principles throughout the organisation. |
|  | xiii | To undertake photocopying, emailing of documents, ordering of office stationary and materials and other office duties |
|  | xiv | To arrange meetings, booking accommodation, venues, events etc. within departmental guidelines, liaising with other members of staff and/or others external to the Council. |
|  | xv | To take and transcribe complex and possibly contentious minutes of meetings within set timescales. |
|  | xvi | To support management of financial processes within the Public Health Team |
|  | xvii | To support the management of internal and external communication including web content. |
| **3.** | **Supervision and Management of People** Direct: NoneThe post holder will assist in the training and induction of peers and new recruits. |
| **4.** | **CREATIVITY & INNOVATION*** Subject to supervision and procedural guidelines, the post holder is able to use initiative in responding to queries, the management of their own workload and in the development of administrative systems.
* Uses initiative in determining the content and layout of publicity, information, advice and guidance documents to officers, customers and the wider public.
* Uses initiative in supporting delivery of projects within agreed parameters.
* To understand the operational requirements of commissioned services and interdependent services within York
* Support systems for the secure handling of sensitive data and intelligence.
* Uses initiative to resolve complex GUM queries in line with the regional GUM Cross Charging Policy.
* The post holder will need to be flexible and creative to meet the needs of the service.
* The post holder will use their own initiative to design and develop spreadsheets to collate data from a range of services.
* The post holder interprets a brief or request, whilst working within the confines of policies to produce an effective solution.
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| **5.** | **CONTACTS & RELATIONSHIPS****Internal:*** Regular contact with line manager and colleagues calling for the exchange of information verbally, in writing or electronically where some tact may be required.
* This post requires work to be undertaken which is confidential and may also be contentious in nature.

**External:** * Public Health England
* Vale of York Clinical Commissioning Group
* Public health colleagues across the Yorkshire and Humber region
* NHS England
* NHS Trusts
* Other local authorities
* External funders
* Voluntary and Community sector
* Private sector organisations
* Residents
* Contact with visitors, suppliers and agencies on operational matters which may require tact and discretion and may also be contentious in nature.
* Represent the Public Health Team at meetings with relevant external bodies and groups.
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| **6.** | **DECISIONS – discretion & consequences*** The post holder will contribute to and work within the work plan of the Public Health team
* Without close supervision, the post holder makes decisions from an established range of alternatives and prioritises their workload to meet departmental objectives.
* Judgement is required to provide solutions to problems within which there is a need to interpret information and from which a number of alternatives are possible.
* Uses discretion when responding to face to face and telephone queries from colleagues and others outside the Council so as not to commit any breaches of confidentiality / indiscretions.
* The technical support which the post holder undertakes has an impact on the internal efficiency of the operations of the department and the service it provides to customers.
* The post holder will be a designated super user to provide technical support for commissioned systems in the absence of the Senior Technical Systems Development Officer, incorrect decisions can have an impact on the external efficiency of the operations of commissioned providers.
* Decisions made by the post holder will affect the delivery of services for customers and staff. It is essential that issues are escalated and quality standards remain high, the post holder will need to ensure that any concerns are addressed and reported as appropriate.
* As point of contact for Public Health the post holder will ensure any calls, messages, emails are forwarded to the appropriate person in a timely and accurate manner.
* It is the responsibility of the post holder to ensure that the GUM Cross Charging policy is adhered to when invoices are received to ensure there is no financial challenge to the council.
* Failure to represent the council in a professional manner to external contacts could damage the council’s reputation.
* Failure to comply with CYC financial processes could damage the council’s reputation.
* Able to constructively challenge existing processes and practice and suggest alternative solutions.
* Tact and discretion are required when intervening during meetings and knowledge and confidence are required to ensure that this is undertaken appropriately and in a way that supports robust, constructive challenge.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description* Normal office equipment.

  | Value |
| **8.** | **WORK ENVIRONMENT** **Work demands*** The jobholder is required to undertake pro-active and reactive work throughout the year to meet the demands of the team.
* The post holder will be required to work to defined deadlinesworks and deal with conflicting demands, priorities and takes appropriate action to remedy issues as they arise
* Much of the work is highly confidential in nature.

**Physical demands*** Intense use of computer/VDU.
* Peripatetic working within the City of York and Yorkshire & Humber region, attendance at external events, sometimes involved in setting up and closing down stands at such events.

**Working Conditions*** Normal office environment/home working
* Occasional off-site working at venues in relation to organisation and support of partnership meetings and events, including occasional customer contact

**Work context*** Exposure to complex, contentious and emotional subject matter, written and personal contact.
* Have contact with vulnerable people.
* Normal office environment.
* May have to lift displays and other equipment up to 5kg when supporting off-site events. Physical fitness and manual dexterity required for this purpose.
* May have to travel to locations across the City
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| **9.** | **KNOWLEDGE & SKILLS**Knowledge (Qualifications)* Preferred 5 GCSE grades C and above (or equivalent) including Maths and English.
* Educated to NVQ level 3 in administration or equivalent experience of wider range of clerical/administration tasks.
* Sound oral and written communication skills.
* High degree of computer literacy and experience of working with information technology in an office based environment (word processing, bespoke databases, spreadsheets).
* Must be able to absorb new information and procedures quickly.
* Effective interpersonal and communication skills, both written and oral, including tact and diplomacy when dealing with queries from general public, customers, suppliers and health and care professionals.
* Must be able to work accurately.
* Demonstrable experience of delivering campaigns and promotional activities.
* Experience of supporting Public Health related projects.
* Knowledge and awareness of Good Public Health Practice (Faculty of Public Health Guidelines)
* Previous experience of working in a local government environment.
* Experience of use of financial systems.
* Ability to work effectively within a team as well as on own initiative.
* Ability to work flexibly in order to meet deadlines.
* Adaptable and responsive to change with the ability to make suggestions on how to improve processes/ways of working.
* Ability to provide on the job training to others, transferring skills and knowledge as appropriate.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1** - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.*This post requires the post holder to undertake a Basic Criminal Record check via the Disclosure and Barring Service.* |
|  | **Position of Job in Organisation Structure** |