



Job Description

Directorate	People
Service	Business & Service Development

Post details	
Job title	Helpdesk Support Officer
Grade	Grade 5
Location of work	1 Time Square
Directly responsible to	Team Manager
Directly responsible for	N/A
Hours of duty	37 Hours
Primary purpose and scope of the job	
To deliver 1st line support to all users of the Electronic Social Care Records systems, (ESCR) providing solutions where possible, prioritising and directing all other calls to other members of the Records Management, Development and Support Team. Advise, guide, support and encourage staff in the directorates using ESCR systems eg, Mosaic / Civica, to develop their own knowledge and skills in their use of the systems.	
Working Relationships	
Senior managers, team members, health & social care professionals, other Council services.	

Key Tasks and Responsibilities

1. Provide comprehensive system and operational support to users in both Adults and Children's Social Care. Ensuring the correct recording processes are understood and implemented.
2. To assist the Social Care Records Managers in the effective utilisation of Mosaic and the quality of the data held within it.

3. To monitor and triage all Mosaic/Civica Social Care online 2200 calls logged.
4. Manage requests for data changes using own initiative and forming responses so that advice on the area of work dealt with by the section/department is consistently given in accordance with agreed policies and within defined procedures.
5. Identify repeated customer service problems and offer options for solving them and take action to avoid the repetition of those problems in the future. Liaising where necessary with development, training and support officers within the team.
6. Independently identify erroneous/missing data and feed back to members of the Records Management team, end user and Team Managers.
7. Provide assistance/help/onsite support to individuals and workshop groups to enable system users in their understanding of the systems and data quality.
8. To have a comprehensive understanding of all current and proposed Mosaic/Civica processes and procedures to maintain the efficient resolution of queries, problems or requests received.
9. Manage file requests for stored documents and ensure records are maintained and files retrieved in a timely manner.
10. Assist in the testing of new or updated systems software before release to users.
11. To undertake specific projects/tasks as requested by the Social Care Records Manager and wider team.
12. Assisting in the creation of report outputs from the primary case management system.
13. Make recommendations for action to more senior members of staff on the jobholder's specified area of work so as to contribute to the achievement of the section/department's overall objectives.
14. To demonstrate responsibility for the Health and Safety of self and colleagues in accordance with the Health and Safety at Work Act.
15. To carry out any other duties appropriate to the post as required.

Review Arrangements

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Jo Hodgkinson
Role	Team Manager
Date	February 2023