

Job Description

Job Title	User Testing & Configuration Officer
Directorate	Finance & Resources
Service Area	Transactional Services
Grade	6
Competency Level	2
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS and Baseline Personnel Security Standard (BPSS)
Job Evaluation Ref No	

Job Purpose

To support senior managers in the effective management and day to day user configuration duties of software systems for Transactional Services.

To provide general support to the delivery of technological and organisational change, new software, automation and self-service solutions including coordination of user testing.



Directly Responsible For:

No direct staffing responsibilities

Directly Responsible To:

Senior User Testing & Configuration Officer

Main Areas of Responsibility:

- To support Transactional Services in managing software solutions
- To support effective communications to users within Transactional Services for software changes or the introduction of new functionality
- To analyse software documentation, create test specifications and test scripts for software systems at a user level for all systems within Transactional Services
- To coordinate with ICT re associated infrastructure or desktop issues.
- To conduct user acceptance testing and record outcomes, highlighting issues to senior managers
- To input relevant system parameters including reference data (for example benefit rates, LCSS, council tax, routing rules, document templates) into all relevant environments including LIVE as directed by managers
- To support the service through uprating/annual billing and other functions
- To assist in fault diagnosis and management of software bugs
- To communicate with software suppliers regarding faults and bugs
- To work with managers to plan the implementation of software or configuration changes necessary to maintain legislative compliance, enhance workflows and otherwise maintain and improve the service
- Take steps to ensure expenditure is safeguarded and fraud is prevented and detected wherever possible

- Work co-operatively with investigators, other staff and other organisations to safeguard public funds
- To contribute to the process of maintaining, developing and improving service delivery, and cost effective services
- To maintain standards of integrity as laid down in the Code of Conduct and Personal Standards of Behaviour
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- To undertake any other duties and responsibilities reasonably required within the grade of the post
- This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility
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Supervision and Management Responsibility:

- There is no supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role requires the post holder to sit for longer periods

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Knowledge, experience and training in local taxation, Welfare Benefits and/or Liverpool Citizens Support Scheme and/or Social Care Charging Guidance (A/I)
- Educated to A level standard or equivalent qualification/experience (A)
- Maths & English GCSE or equivalent qualification/experience (A)

Experience

Essential

- Experience of operating software applications within Microsoft Office (A/I)
- Experience of negotiating with external and internal stakeholders (A/I)
- Experience of working in a similar environment (A/I)
- Experience of building strong and effective working relationships with internal and external partners (A/I)
- Experience of working with a minimum of supervision and to use initiative (A/I)
- Experience of delivering training and support to teams across the service (A/I)
- Experience of conducting fault diagnosis and liaising with users and software suppliers (A/I)

Desirable

- Experience of using Revenues and Benefits core systems (for example including NEC and electronic document and records management)

Skills/Abilities

Essential

- Ability to communicate orally and in writing with a wide range of people including software suppliers (A/I)
- Ability to review and analyse software documentation (A/I)
- Ability to conduct software testing including creating test specifications, recording and analysing results (A/I)
- Ability to understand implementation timescales, risk management, complete tasks to timescales and report on findings/issues (A/I)
- Ability to work on multiple projects and provide support to managers (A/I)

Commitment

Essential

- Providing a quality service to meet customer needs (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Practising and promoting equality of opportunity and non-discriminatory practice

Other

Essential

- Willingness to undertake training as and when required (I)
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- Availability to work flexibly on any day between Monday to Sunday, including late night working