oneSource
supporting public services

Employing council

Newham London

Job Title	Debt Resolution Systems and Data Officer
Grade	**PO1 JE 7059**
Location	**The post holder must be flexible and able to work across council sites in Newham and Havering as and when required.**

Accountable to	Principal Systems and Performance officer
Line management responsibility for	The post-holder has no direct line management responsibility. The post holder may be required to supervise staff for specific projects The post-holder may from time to time be given responsibility for managing allocated budgets relating to specific projects or events
Job Purpose:	To support the Principal Systems and Performance Officer in maintaining and developing the oneSource Debt Resolution System on behalf of the oneSource partnership: The Debt Resolution ICT Systems Officer plays a crucial role in the efficient and effective operation of the debt resolution system. This position is responsible for managing, maintaining, and supporting the information and communication technology (ICT) systems used by bailiffs to enhance the execution of court orders and related tasks. The successful candidate will ensure that ICT systems are reliable, secure, and fully operational, facilitating the swift and lawful execution of legal judgments. • Leading on relevant projects and presenting information to key stakeholders to enable business decisions to be made • Identifying and determining improvements in the debt resolution service and working in collaboration with managers in one source and across the Councils to plan and deliver coherent, evidence-based improvement and change. • Developing a presence on multi-media platforms for debt resolutions to promote relevant commercial opportunities and enable customers to actively interact and access information. • Developing and maintaining of a business improvement and analysis toolkit and providing accurate advice, training, mentoring and support on business improvement and business optimisation techniques to officers across one source. • Promoting a dynamic, collaborative approach to the development and implementation of business improvement projects and programme and project management in order to deliver on organisational priorities. • Produce data extracts and implement strategies for income maxmmisation.
Specific Responsibilities	1. Oversee the operation, maintenance, and troubleshooting of all ICT systems utilised by the Debt Resolution Service, including hardware and software. 2. Ensure the functionality of essential systems, such as electronic case management, database management, and communication tools. 3. Implement and enforce data security protocols to protect sensitive information

	and ensure compliance with relevant laws and regulations.
	4. Conduct regular data backups, system updates, and vulnerability assessments to mitigate risks.
	5. Provide technical support to bailiffs and Dent Resolution personnel to resolve ICT-related issues and provide training as necessary.
	6. Assist in setting up and configuring ICT equipment for bailiffs and other authorised staff.
	7. Develop, document, and update ICT policies and procedures to maintain consistency and best practices.
	8. Ensure that all ICT systems are aligned with legal and regulatory requirements.
	9. Identify opportunities for system improvements and enhancements that can streamline processes and improve efficiency.
	10. Collaborate with external vendors or IT experts for system upgrades and implementations.
	11. Analyse and segment data to develop income maximisation strategies.
	12. Generate reports on system performance, security incidents, and user feedback to inform decision-making and continuous improvement.
	13. Maintain detailed documentation of system configurations and troubleshooting processes.
	14. Assist in budget planning related to ICT systems, ensuring cost-effective solutions and resource allocation.
	15. Collaborate with court administrators, judges, and relevant stakeholders to align ICT systems with operational needs.
	16. Work closely with the IT department to ensure seamless integration and compliance with broader technology strategies.
General	• One source is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work
	• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately
	• Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures
	• Comply with Health and Safety Regulations associated with your employment
	• Be aware of each council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this
	• Treat all information acquired through your employment, both formally and informally, in strict confidence

Person Specification

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these

criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed competence in:	• Knowledge and experience of managing ICT systems including hardware and software.	Application / Interview
	• An understanding of debt collection processes and procedures.	Application / Interview
	• analysing and interpreting complex information, including performance metrics and present this to others in an easily understood way.	Application / Interview / Test
	• producing clear and concise written project plans and delivering verbal reports for project and management teams.	Application / Interview / Test
	• Using initiative to move tasks forward, resolving issues and identifying options for discussion.	Application / Interview
	• adapting your way of working and delivering in the most effective way in a changing environment.	Application / Interview
	• planning and prioritising work to deliver results to a deadline.	Application / Interview
	• I.T. skills and the ability to learn new I.T. applications quickly.	Application
Able to demonstrate and evidence	**Knowledge** • a variety of systems, process review and service improvement techniques.	Application / Interview / Test

knowledge and experience in:	• the various debt collection techniques and system generated and automated processes.	Application / Interview / Test
	• understanding the critical role of business improvement and analysis work in supporting organisational transformation and change.	Application / Interview
	• the work and range of services provided by the Council and of the impact of national policy developments on local government.	Application / Interview
Able to demonstrate and evidence knowledge and experience in:	**Experience** • working in a local authority or similar public sector organisation.	Application
	• Working in a ICT or systems environment	
	• developing tools for business improvement and analysis and/or project management.	Application / Interview
	• Data analysis and segmentation	Application / Interview
Behaviours and personal qualities:	• A high level of self-motivation and use of initiative.	Application / Interview
	• Organised, methodical, good at record-keeping and attentive to detail.	Application / Interview
	• Knows when to escalate issues to managers, but always seeks to provide solutions to problems when doing so.	Application / Interview
	• Able to work effectively as part of a team or partnership and independently.	Application / Interview
	• Committed to learning from and sharing knowledge with others and to developing other skills– these include but not restricted to, improvement tools and methods, delivery approaches and project management skills.	Application
	• Committed to supporting colleagues to ensure team goals are met.	Application
	• Committed to the Council's Equal Opportunities Policy.	Application