

## Job Profile

**Job Title:** User Support & Training Officer  
**Job Grade:** Level 3 Zone 2  
**Salary Range:** £39,336 - £44,878

### About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today, and we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### About the role

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

The User Support and Training Officer will have oversight and responsibility for providing system training, advice, and guidance, for staff within the social care teams across children's services

To ensure that there is consistency of use of the MOSAIC system including newly created functionality.

To have in place a suitable and effective training offer for new functionality, as well as a compulsory approach to training moving forward.

To upskill the workforce in confidently using systems and all available functionalities.

To implement a "Super User" approach within the teams as well as an online accessible knowledge base for staff to access outside of specific training time.

To liaise with key stakeholders to ensure Mosaic improvements are practitioner led.

### Example outcomes or objectives that this role will deliver:

- To demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities
- To ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture.
- To promote and participate in the council's individual performance appraisal and development initiatives and information management best practice.
- To ensure compliance with the council's information security policies and maintain confidentiality.
- In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
- To be responsible for designing, arranging, and delivering training sessions with staff across social care teams in a way which considers induction for new staff members, classroom refresher training for all other relevant staff and 1 to 1 on the job, or bespoke training to groups of staff when the need arises.
- To support maintenance of accurate system user registers and work collaboratively with the Business Intelligence, IT Business Applications team, and Quality Assurance Teams to support data integrity, compliance with social work best practice

- To ensure the data entered across all teams is consistent, timely and meets data strategy requirements.
- Have an understanding that people learn in different ways and tailor training/training materials as appropriate potentially using Stream and multimedia.
- To create a repository of materials including, thorough procedural notes for staff to follow, a Q&A section and demonstration videos of commonly occurring system issues and solutions which staff can access on an adhoc basis.
- To provide training to develop MOSAIC super users in the service and upskill support staff.
- To be responsible for and work alongside social workers to identify and resolve specific issues.
- To be responsible for the maintenance and review of user guidance as upgrades occur.
- To provide first line floor walking support sessions within social care teams giving staff the opportunity to raise queries and issues they are experiencing when using the systems.
- To stay up to date with system changes and upgrades through regular contact with the service applications helpdesk team which includes attending regular meetings.
- Promote and advocate the importance of data security/Data protection requirements and UK GDPR.
- Participate in Team and Service Meetings
- Identify and log issues to be reported to the IT Service Helpdesk and within the team and track their timely completion.

## **About You**

### **Qualifications**

- Educated to degree level or equivalent or has the relevant work experience.
- Recognised teaching or training qualification (Desirable)
- ITIL 4 Foundation Certificate (Desirable)

### **Technical Knowledge & Experience:**

- Understanding of and commitment to the requirements of safeguarding children, young people and promoting their welfare.
- Previous experience in delivering systems training
- Significant experience managing data and understanding the Data security requirements
- Experience of maintaining and developing information systems
- Experience of MOSAIC or similar Case Management Systems used in social care
- Experience of designing, developing, and providing training.
- Experience of providing advice and solutions to IT problems.
- Experience of developing and maintaining user guidance.
- Strong communication and leadership skills, and being effective and clear as necessary to undertake the role

### **Work Environment:**

The post-holder will be required to work in line with Camden's agile working framework including flexible and remote working patterns as required by the service. The base will be in Pancras Square, and other locations within Camden as specified by the Director of Childrens Social Services. Ability to travel within the borough and attend external meetings as required.

## **Direct Management Responsibilities**

- This post has no direct reports

## **Relationships:**

This post will report to the Business Systems Manager.

Senior Analyst and various professionals from CSSW service, including CIN and CYPDS, CLA and Care Experienced Service

## **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

## **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

## **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

## **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships; we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

## **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people, or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,