

Position Title:	Riskman System Administrator
Division:	Quality and Safeguarding
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ over 2000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The key objective of the Riskman system is to support Northcott's Risk Management Process. The system enables staff to report and manage incidents and complaints, while ensuring that Riskman is able to respond to the changing needs of the organisation.

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KEY OBJECTIVE OF THE POSITION:

The System Administrator is responsible for:

- day to day system administration of Riskman
- supporting new and existing users
- making modifications to user experience and data capture
- developing standardised reports for managers
- user acceptance testing of Riskman
- Liaising internally and externally regarding training, support and use of Riskman

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Experienced to work independently within a team to achieve agreed outcomes
- Ability to prioritise workload and use initiative within defined systems and processes.
- Demonstrated analytical, troubleshooting and problem solving skills
- Ability to help develop solutions that meet the needs of the whole Organisation
- Extensive knowledge of the Microsoft suite of products
- Understanding of Privacy Laws and the confidential nature of the data within the software
- Knowledge of organisational goals and accountability
- Understanding of the services provided by the Organisation and how this relates to user requirements
- Technical knowledge of database structure
- Effective verbal/written communication and customer service skills
- Ability to communicate technical issues clearly and in an easily understood manner to users where required

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in administration of a system
- Experience with Riskman or other risk management system
- Demonstrated experience in working within a team to achieve a desired outcome
- Experience in system implementation
- Experience in liaising with external providers
- Demonstrated experience in the development and implementation of procedures
- Extensive knowledge and understanding of service delivery within the Organisation

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

Primary customers/contacts will be:

- All levels of staff within Northcott

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- Third party software providers

Relationship Building

- Builds internal relationships with key staff that use Riskman
- Irregular contact with Riskman Company
- Demonstrates a genuine stakeholder focus

Problem Solving

- Help diagnose customer complaints and determine root causes to issues
- Help analyse, trouble shoot and problem solve issues to provide an effective solution to problems
- Provide solutions that minimise the requirement for re-work on support requests
- Help analyse the effective use of Riskman

Financial Impact

- Provide timely support to all Northcott employees to ensure that they avoid lost time due to IT issues. By doing so they will maintain the productivity of Northcott's workforce.

Time Impact

- Responsive to daily requests from internal stakeholders
- Makes immediate decisions within area of responsibility
- Meet scheduled internal and external deadlines

Other

- Thorough understanding of role and responsibility
- Ensures that work is of a high standard and quality

DUTIES

The typical duties of this position include:

User Support

1. Ensure all users are registered on Riskman as requested by Line Managers
2. Work with users to maintain data integrity
3. Provide training to users (one on one or group) in areas of Riskman as required
4. Provide support to users to resolve their Riskman challenges
5. Help maintain internal manual/s for Riskman and ensure users are able to access the appropriate current version of the manual/s
6. Make changes to user experience in response to reporting requirements

Software Provider Liaison

7. Help maintain open and effective communication between Northcott and Riskman
8. Help provide specific and timely advice to Riskman regarding modification requirements, support issues and software bugs using the agreed methods and formats
9. Help liaise with Riskman regarding testing results and issues
10. Help inform Riskman about software failure and provide appropriate information to enable them to effectively and efficiently resolve any issue

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11. Help advise Riskman of any industry changes that may result in modification to Riskman system

Coordination with Management

12. Provide management with requested reports within established timeframes

13. Help ensure management are aware of any issues with Riskman or users and their use of the Riskman system

Other

14. Work collaboratively and communicate effectively with all Northcott departments

15. Providing accurate and timely information to all levels of management and staff

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.

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