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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: ICT Senior Officer (Leisure)

**SALARY**: £29,429 - £32,214

**LOCATION:** Inverness

**RESPONSIBLE TO:** ICT Manager

**JOB PURPOSE:** Responsible for the configuration and management of the High Life leisure management system and assist with related ICT developments.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Maintain consistent, accurate and effective configuration / operation of the leisure management system – including EPOS, bookings, course management, user management, facility housekeeping reports / action, new deployments, data cleansing etc - to seamlessly support the High Life scheme.
2. Provide full cover for the ICT Senior Officer (Libraries) during periods of absence.
3. Day to day management of the High Life Central Team.
4. Assist with innovative projects to develop a central CRM system, leisure system mobile App and other High Life developments.
5. Liaise with ICT partners and the leisure management system provider regarding leisure management system and related developments – including day to day/maintenance issues and new installations/system changes.
6. Oversee, configure and administer discounted / promotional membership schemes.
7. Deliver leisure management system training to staff, and “train the trainer sessions”.
8. Run statistical reports from the leisure management system / assist with interpretation and trends analysis and uploading statistics to an online performance management database.
9. Carry out Direct Debit processing (AUDDIS / EFT runs), reconcile against leisure management system and liaise with central team for corrective action and cascade to Leisure facilities where appropriate.
10. Support facilities with income reconciliation issues (e.g. chip and pin).
11. To provide general support for the delivery of the High Life scheme including configuration and development of the leisure management system.
12. Support the ICT Team with general ICT related work as required including online booking systems, user management, audits and facility developments.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** ICT Senior Officer (Leisure)

**LOCATION:** Inverness

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**

* Minimum of 2 years previous administrative experience in a busy office environment
* Must have advanced software systems and/or database management experience

1. **EDUCATION AND QUALIFICATIONS**

* Hold an HNC level qualification in an appropriate field or equivalent experience

1. **SKILLS/ATTRIBUTES GENERAL**

* Good attention to detail
* Able to set and maintain high standards
* Able to work under pressure and to deadlines
* Good IT skills
* Work on own initiative and as part of a team

1. **SKILLS/ABILITIES SPECIFIC TO THE POST**

* The use of information, information systems and technology
* Highly numerate and literate
* The ability to analyse complex information and present it in an accessible form

1. **INTERPERSONAL AND SOCIAL SKILLS**

* Good communication skills
* The ability to influence others and negotiate appropriate outcomes
* Sound presentational, interpersonal skills and ability to communicate effectively with other officers
* Team working