

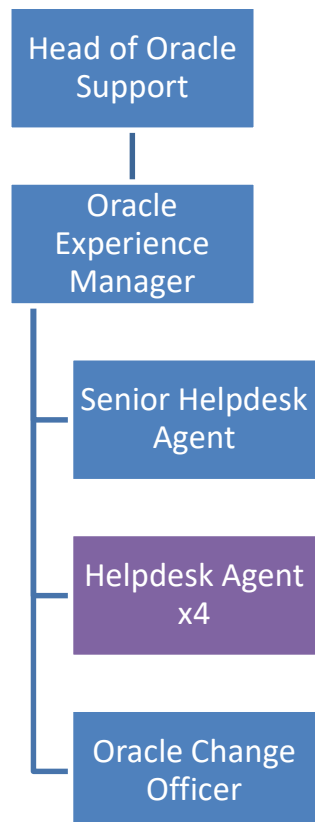
JOB DESCRIPTION

Job title	Oracle Helpdesk Agent
Directorate	Resources
Service	Digital, Data and Technology
Team	Oracle Support
Grade	E

DBS Check Required	None
Justification for DBS	Choose an item.
Politically Restricted	No

Responsible to:	Oracle Experience Manager
Employees directly supervised (if applicable):	N/a

Organisational structure chart (job titles only, no employee names)



1. JOB PURPOSE:

- Provide a professional advice, support, and training service in the correct use of the Oracle system managing Finance, HR and Procurement Helpdesk queries through to resolution, ensuring high levels of customer satisfaction, and compliance with key Help Desk metrics, KPI's, and SLA's.
- In line with agreed processes and action plans, ensure that incoming helpdesk tickets are triaged to the most appropriate Team, Helpdesk Officer, System Administrators and/or subject matter expert (SME) for action if the ticket cannot be answered by the helpdesk team and is not already part of the automated queuing allocation.
- Use knowledge from tickets raised and their resolution to create and maintain knowledge articles and FAQ's providing recommendations for Oracle Guided Learning (OGL) to minimise the number of tickets raised promoting user self-service and shift left principles.
- Work collaboratively with Finance, HR and Procurement colleagues to continuously improve the Oracle system and business processes with the aim of improving the service offered to the organisation and to enable users to self-serve.

2. DESCRIPTION OF DUTIES:

- Undertake Oracle Help Desk operations by owning, prioritising, allocating, and processing requests received in a timely and client-focused manner, adhering to defined workflows.
- Monitor the progress of Help Desk requests and ensure compliance with relevant KPIs and other metrics.
- Analyse Help Desk end user satisfaction using in-built 5-star ratings and comments to produce regular performance reports for the Oracle Governance Board responsible for oversight of contract management and performance monitoring for the whole Oracle system.
- Review Help Desk performance metrics and work with the Oracle Experience Manager and Senior Helpdesk Agent to identify areas where helpdesk enquiry handling can be improved.
- Adhere to the end-to-end Help Desk complaints process to satisfactorily resolve through investigation and escalation of any issues, utilising strong working relationships with professional teams across the Council.
- Triage Help Desk tickets and monitor their progress to ensure actions are assigned to correct queues or subject matter experts and approvals are obtained from appropriate responsible officers, maintaining a clear and documented audit trail of all conversations and actions taken within the ticket.
- Become an Oracle Super User and provide relevant mentoring on Oracle system functionality and updates to the Council's userbase at all levels of the organisation, including on a 1:1 basis.
- Maintain in-depth knowledge of Oracle system functionality through software provider webinars, customer networks, and self-learning and work collaboratively with other teams to share knowledge, applying best practice and innovation.

- Understand the Council's regulations, policies, processes, local systems, and underlying technology and use this knowledge to help the team achieve set standards of performance.
- Promote the use of Oracle Guided Learning (OGL) and other learning materials and include these as the first port of call for users accessing the Help Desk to minimise the number of tickets raised, and support shift left principles.
- Identify opportunities to improve knowledge articles linked within the Help Desk and manage content from creation and system load to deletion of redundant information, making available for users accessing the Help Desk to minimise the number of tickets raised.
- Ensure updates to training, guidance, knowledge articles and other information documents are notified to responsible teams so that SharePoint Hubs are always up to date and consistent with Council policies the Constitution and statutory requirements.
- Investigate and recommend working practice improvements to increase efficiency, effectiveness and customer satisfaction based on experience gained from interactions on the Help Desk to support shift left principles.
- Perform assigned technical system administration tasks for the Oracle system, working closely with System Administrators on complex matters.
- Work with the Oracle Experience where required to support the implementation of relevant new application releases, patches, and upgrades of the Oracle system, and support with any testing requirements.
- In line with agreed processes and workflows, update data in Oracle to resolve queries.
- Develop a comprehensive understanding of Council policies and procedures and be able to advise, support and guide managers and other service users on how best their enquiry can be resolved.
- Advise managers and staff on organisation and finance hierarchies to help them understand how that system operates and to resolve any queries relating to hierarchies, workflows and approvals.
- Handling phone and face-to-face enquiries from service users, creating a Help Desk ticket on their behalf to record the query and resolution provided.
- Develop skills and complete training to enable you to gain a broader skillset answering queries across all Oracle areas including, Finance, HR and Procurement.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates • No formal qualifications are required but postholder will need to demonstrate relevant experience working on a system Help Desk in a large organisation, preferably using Oracle. • Evidence of continuing professional development (CPD).

C	Skills, knowledge and experience • Experience of providing a customer-centric approach and implementing improvements while effectively managing service demands, pressures, and tight deadlines. • Effective written and verbal communication skills, and the ability to clearly and succinctly explain complex processes, legislative requirements and Council policy to staff at all levels. • Experience in administration of an ERP system, preferably Oracle. • Good understanding of service request ticketing systems, workflows and notifications. • High level of technical analytical skills, accuracy and attention to detail. • Experience of working in a fast-paced, dynamic environment. • Understanding of Local Government business processes, regulations, legislative and regulatory frameworks. • Experience of working as part of a multi-functional team, within a large public or private sector organisation. • Ability to think outside the box and communicate well with colleagues to ensure best practice is always followed • Experience of using systems and other supporting IT including proficiency in Microsoft Office. • Understanding of technical and complex system configuration and associated risks and responsibilities. • Ability to react quickly in a crisis to prioritise and resolve business-critical systems issues and minimise impact of service continuity. • Experience of undertaking work on key processes and controls, and ability to monitor and report on these. • Able to produce work to agreed deadlines and standards including self-evaluation. • Able to explain system-based concepts in simple terms and present these orally and in writing. • Able to demonstrate good interpersonal skills with colleagues and customers to influence, support and improve financial processes, controls, or transactions. • Ability to perform basic calculations and a good level of proficiency and accuracy to support the maintenance of data in the Oracle system. • Good organisational skills, able to prioritise workload and coordinate tasks with colleagues. • Able to work with minimal supervision and be proactive in problem solving. • Ability to work collaboratively and successfully with internal and external partners to deliver a high-quality service to strict deadlines.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.
They guide our interactions with residents, businesses, visitors, partners and each other.
They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.