Job Description

Systems Support Specialist

CARNIVAL UK

Role Description (purpose):

To be part of a team whose main objective is to provide a comprehensive and professional service in a highly customer focused environment. To manage the ongoing system set up / data entry requirements in order to ensure smooth processing for the system users. To liaise with and support the data / system stakeholders in reviewing processes and implementing change to improve day to day processes, striving for a 'best of class' end-to-end process.

To ensure that the data within the Hotel operations systems reaches the required standards of
- Completeness
- Conformity to corporate and departmental standards
- Consistency across systems and ships
- Accuracy

RUI: (if updating existing JD)	**305**	**Grade: 11**	**DBS check required**	Not Applicable	
Directorate: (Operating Company where Applicable)		**Reports to:**	**Manager- Product Systems Support**		
Function:	**Procurement & Supply Chain**	**Team:**	**Product Systems Support**		
Direct reports :	**None**				

Accountabilities

- Responsible for the day to day data set up required in updating and maintaining the EPOS systems and facilitating requests from the business. This involves the following (list not exhaustive):

    New Item requests / changes to current sales items
    Price increases / decreases
    New revenue centres/ changes to current revenue centres
    Maintain user rights / amend user rights
    Changes to system configuration
    VAT/International Tax levels
    Loyalty / discount levels

    All requests to be facilitated within agreed service levels, and in accordance with current policies and procedures.

- Responsible for the day to day data set up required in updating and maintaining the Supply Chain and Hotel Inventory Management systems and facilitating requests from the business. This involves the following (list not exhaustive):

    New product requests / changes to current products
    Accounting periods
    Installations/Departments/Cost Centres
    Recipes / Products/ Categories
    Maintain user rights / amend user rights
    Changes to system configuration

    All requests to be facilitated within agreed service levels, and in accordance with current policies and procedures.

    Supporting users in the access to, and analysis of, information for operational decision support.

- To proactively manage the data sets through regular review of product status, eg. Quantity of database items, whether active, and if not active whether feasible for deactivation. Review database for duplication of products, accuracy of naming convention etc.

- Responsible for the day to day data set up required in updating and maintaining the Property Management System and facilitating requests from the business. This involves the following (list not exhaustive):

   Financial Transaction Codes
   Maintain user rights / amend user rights
   Changes to reference and configuration data

   All requests to be facilitated within agreed service levels, and in accordance with current policies and procedures.

- To support and assist in developing and maintaining effective documentation and support guides for the users of the systems. Creation of reports to support operational processes.

- Proactively monitoring and evaluating the SLA, conducting regular reviews to ensure best fit with the changing needs of the customer, in liaison with the Manager, Product Systems Support

Health, Environment, Safety, Security (HESS) Responsibilities
- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

- To undertake ad hoc duties as required.

Scope:
Problem solving:
- Needs to be able to understand all facets of a problem and collaboratively work through efficient and sustainable solutions for the business.
- Must be planned and methodical in approach, setting out appropriate timescales, understanding commercial implications and ensuring clear communication.

Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):
- Mentors and / or coaches more junior staff and may lead the development of capability across the Supply Chain function as a subject matter expert
- Actively builds the reputation of the profession in the business by being seen as an engaged expert, delivering business needs through team capabilities
- Promote a team attitude and encourage communication and sharing of information within the team and with our customers.

Leadership (what level of management is required, ie multiple teams, or small teams) :
- Operating as a team member

Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :
- Ability to communicate at all levels and be collaborative in your working style
- Open minded and inquisitive
- Empowered to challenge the status quo
- Influence change by being bold and persevering
- Operate with the guest and environment in mind

Knowledge, Experience and Qualifications required:

Knowledge/ Experience – essential:	Knowledge/ Experience – desirable:
- High level of attention to detail and accuracy in execution - Experience of MS Excel and Word to advanced level - Experienced in data management - Reporting and data analysis capability - Capable of networking and influencing both internally and externally (ships/suppliers) - Strong process orientation, able to apply clarity of purpose and define simple, robust operating processes - Concise, confident and influential communicator, able to discuss complex issues with clarity and credibility to a cross functional audience including internal stakeholders and suppliers	- EPOS system experience - Experience of working with Inventory Management Systems - Experience of working with Property Management and Access systems - Experience of working with Restaurant/Table Management systems - Working knowledge of SQL and/or database analytics

Issue Date:	22/06/22	Issued by (name):	Paul Millward		
REWARD ONLY	Grade: CUK 11	RUI: 305	Date Approved: 23/06/22	Initials: SW