



JOB DESCRIPTION

**Form
JD1**

	viii.	Lead on the use and development of Housing Services use of Colin and the website for the business.
	ix.	Actively represents Housing Services at all relevant forums e.g. internal and national user groups
	x	When required, supports general ICT training and works with the Housing Training Officer to develop the Housing Training Plan and relevant training materials. Helps train individuals within the business as required
3.	SUPERVISION / MANAGEMENT OF PEOPLE	
	No. reporting - Direct: 0	
4.	CREATIVITY & INNOVATION	
	<p>Using their specialist knowledge of database systems and business areas across the Housing Services, the post holder will be able to advise senior managers and offer tailored solutions to enhance services and provide measurable business benefits. The post holder may identify risks from proposed changes, based on their knowledge and experience, and will advise on ways to handle these where appropriate.</p> <p>As part of the project management role, the post holder will need to adapt quickly and responsively to issues and problems arising across Housing Services, and be able to understand and address impacts which run across more than one team or process eg where the change in a business process affects other teams.</p> <p>Post holder will update policies and procedures on using systems and processes for user guides, in a format that will meet the needs of the end user.</p>	
5.	CONTACTS & RELATIONSHIPS	
	<p>The post holder will report to the Housing Landlord Manager of management team in Housing and working closely with colleagues in ICT and Business Change roles. This will include developing and working through specifications, developing training packages and dovetailing with wider business change initiatives.</p> <p>The post holder will be involved in producing reports to relevant management teams. They will also attend user group meetings internally and nationally.</p> <p>The post holder will be required to provide easy-to-understand communications to staff about projects eg newsletters or briefings, or help develop training material, translating technical language into plain English and to help train users..</p> <p>The post holder will work with supplier representatives, such as consultants, engineers and specialists, providing advice and guidance to them on Housing Services in order to deliver the business requirement to quality.</p>	

6.	<p>DECISIONS – discretion & consequences</p> <p>Discretion – The post holder will provide a range of options when analysing and developing business processes requiring sound knowledge of the IT systems and business operations and make recommendations.</p> <p>They will make recommendations on hardware to support the service.</p> <p>The post holder will organise their own work to meet the priorities identified by the business and day to day support issues.</p> <p>Consequences – The professional application of this post will result in constantly developing systems and hardware to support the core aims and priorities of the business in more effective and efficient ways. It will ensure that the business makes best use of the systems available and responds in a timely manner to changes in the business environment. It will also ensure that systems are tested and that staff are well trained. These will ensure that the reputation of Housing Services as a service provider is enhanced as well as the Council more generally.</p>				
7.	<p>RESOURCES – financial & equipment <i>(Not budget, and not including desktop equipment.)</i></p> <table border="0" data-bbox="306 1016 1359 1160"> <thead> <tr> <th data-bbox="306 1016 1053 1059"><u>Description</u></th> <th data-bbox="1059 1016 1359 1059"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="306 1093 1053 1160">None</td> <td data-bbox="1059 1093 1359 1160">-</td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	None	-
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None	-				
8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work demands</p> <ul style="list-style-type: none"> ▪ Work can generally be planned for business analysis and development but supporting local systems mean that there can be quick business requests and unforeseen events that need dealing with. ▪ Competing demands from different business teams must be negotiated to be met from limited resources <p>Physical demands</p> <ul style="list-style-type: none"> ▪ Mainly office based work with periods of computer work where long periods of concentration are required. <p>Work conditions</p> <ul style="list-style-type: none"> ▪ Mainly office based with external visits to consult other teams eg in other locations or other directorates and partners. Some visits to reference sites and user groups across the country as a representative of Housing Services <p>Work context</p> <ul style="list-style-type: none"> ▪ No physical or verbal risk to post holder. 				

9. KNOWLEDGE & SKILLS

- Ideally educated to degree level, preferably IT or Business based or as a minimum other relevant qualifications and GCSE Maths and English Language;
- Familiarity with project management techniques
- As a minimum ECDL, preferably Advanced ECDL in spreadsheets or databases, demonstrating strong IT skills across a range of office applications;
- Strong technical understanding of the principles of relational databases;
- Familiarity with process mapping and systems analysis techniques
- Experience of testing databases, including working with test scripts and arranging user acceptance testing;
- Excellent verbal and written communication skills;
- Prior experience of working in a team, to liaise and consult with a range of professional colleagues and community stakeholders at all levels;
- Evidence of a methodical approach with attention to detail;
- Strong time management skills and organisation, including the ability to manage and balance a diverse and changeable workload;
- Evidence of adaptability and flexibility, including ability to manage pressure, ambiguity, change and challenges;
- Experience of working closely with suppliers and contractors in developing new functionality;
- Familiarity with how local government and Housing services work

10. Position of Job in Organisation Structure

