EXETER CITY COUNCIL

Job Description

JOB TITLE	:	Housing I.T. System Team Lead
GRADE	:	Grade 10 (TBC)
POST NO	:	
SERVICE	:	Housing
UNIT	:	Housing
REPORTS TO	:	Service Lead Performance, Strategy and Resources
RESPONSIBILE FOR	:	2 x Housing I.T. System Officers
LIAISON WITH	:	Housing Payment and Collections Housing Options Staff throughout the Council Strata Service Solutions Contractors (Capita) and other external agencies in the public and private sectors The Project Board

PURPOSE OF JOB

1. Ensure the effective and timely implementation of the new housing management system
2. Provide housing system administration, support and training to all staff
3. Make sure the system is designed and implemented for use by the service as a whole
4. The provision of processes and procedures in relation to the I.T. system to ensure effective and consistent approaches to demands on the service
5. Work closely with the housing teams, Strata Service Solutions and the suppliers during implementation being the system champion and specialist housing technical lead

MAIN ACTIVITIES

Project management
1. Project manage the implementation of the new OPENHousing I.T. system ensuring we optimise the use of the software features by:
   - Drawing up in conjunction with other parties a programme for delivery of the project
   - Ensuring that the system is delivered within the agreed timescales
   - Managing the relationship between the supplier, Strata Service Solutions and housing teams
   - Provide manuals and procedures on the system for pre and post implementation
   - Develop the use of self service for customers and contractors and mobile working through the project
   - Managing the training and support function for new and existing staff to enable staff to know how to use the system and maximise capability

2. Ensure systems are reconciled as necessary and system security and integrity is maintained and ensure data is clean and maintained at all times
3. Be responsible for the accuracy of system output and assisting with the production of Government returns, statistics, management reports and other information for both internal and external use in conjunction with managers
4. Reconcile the system to other systems, ensuring the integrity of all systems
5. Participate in the housing software user groups when required, taking an active role in the special interest groups where possible in the interests of ECC
6. Assist the Housing Managers in ensuring compliance with Data Protection, Freedom of Information and Human Rights requirements.

Staff management
1. Provide effective leadership and strong performance management of the team using service planning and measurement, regular one to ones and team meetings.

Project delivery, budget control and performance management
1. Ensure that the regular data analysis is used to inform performance management, policy and financial planning
2. Contribute to the development and review of effective policies and procedures
3. Take responsibility for controlling budgets relevant to the project and role. Ensure there are effective systems for proactively identifying and responding to potential budget risks
4. Monitor performance and make any recommendations for change as necessary
5. Support the work of the Performance Scrutiny Partnership in scrutinising the work of the Housing Service and encourage involvement from a cross-section of residents

Internal and external communication
1. Provide timely and effective communication in relation to the delivery and implementation of the project
2. Maintain and develop good working relationships both internally with other services and externally with other local authorities, housing associations and other stakeholders
3. Contribute to the development of the Council's online and social media programmes to aid communication and conduct customer transactions

IT (additional)
1. Act as System Administrator
2. Promote mobile working in the Team

Other
1. Ensure that risk to the health and safety of employees, customers and others, is minimised
2. Follow and promote the Council's Equal Opportunities Policy
3. Work to enhance the Council's reputation and that of the sector as a whole
4. Lead on the resolution of service complaints
5. Attend out of hours meetings as necessary
6. Carry out any other duties commensurate with the role

DATE LAST UPDATED: August 2017

EXETER CITY COUNCIL

Person Specification

JOB TITLE : Housing I.T. System Team Lead

GRADE   : TBC

POST NO :

SERVICE : Housing

UNIT   : Housing

SELECTION CRITERIA	ESSENTIAL ✓	DESIRABLE ✓	CATEGORY
QUALIFICATIONS			
Educated to GCSE level in five subjects including English and Maths or equivalent experience	✓		C
A degree either in a housing or technical area relevant to the post	✓		C
EXPERIENCE/KNOWLEDGE SKILL			
Experience of project delivery	✓		A I
Experience of effective team management	✓		A I T
Knowledge of current issues in housing and local government	✓		A I
Knowledge/ Experience of software implementation, upgrading and testing	✓		A I
The ability to self-motivate, organise and prioritise a heavy workload	✓		A I T
The ability to communicate well both orally and in writing with a variety of audiences in order to impart or discover relevant information	✓		A I
The confidence and assertiveness to be able to deliver potentially unwelcome decisions		✓	A I
A willingness to learn from training		✓	A I T
Analytical and logical skills to problem solve system and technical issues and provide solutions with an ability and capacity to be innovative with a broad outlook and strategic way of thinking	✓		A I T

Excellent organisational and project delivery skills and able to work on own initiative as well as part of a team	✓		A I
Accuracy and attention to detail particularly when working to tight deadlines	✓		A I
IT experience in relevant programmes (for example SQL or a housing management application)	✓		A I
An understanding of, and commitment to, the principles of equality and diversity and their application to the work of the Housing service	✓		A I
Knowledge of relevant health and safety considerations	✓		AI
SPECIAL REQUIREMENTS/ATTITUDE A positive 'can-do' attitude	✓		A I
A high level of personal resilience	✓		A I
Must be prepared to travel to various sites and venues and potentially attend meetings outside of normal office hours	✓		A I
OTHER			

COMPLETED BY: Service Lead Housing (Customers)

EXETER CITY COUNCIL

Job Description

JOB TITLE	:	Housing I.T. System Officer x 2
GRADE	:	Grade (TBC)
POST NO	:	
SERVICE	:	Housing
UNIT	:	Housing
REPORTS TO	:	Housing System Team Lead (HSTL)
RESPONSIBILE FOR	:	N/A
LIAISON WITH	:	Housing Payment and Collections Housing Options Staff throughout the Council Strata Service Solutions Contractors (Capita) and other external agencies in the public and private sectors The Project Board

PURPOSE OF JOB

6. Support the HSTL in ensuring the effective and timely implementation of the new housing management system
7. Provide housing system administration, support and training to all staff
8. Support the HSTL in making sure the system is designed and implemented for use by the service as a whole
9. Assist in devising processes and procedures in relation to the I.T. system to ensure effective and consistent approaches to demands on the service
10. Work closely with the housing teams, Strata Service Solutions and the suppliers during implementation of the system

MAIN ACTIVITIES

Project implementation
7. Support the HSTL deliver on the implementation of the new OPENHousing I.T. system ensuring we optimise the use of the software features by:
   - Ensuring that the system is delivered within the agreed timescales and project plan
   - Liaise with the supplier, Strata Service Solutions and housing teams
   - Draft manuals and procedures on the system for pre and post implementation
   - Promote the use of self service for customers and contractors and mobile working through the project

- Provide the training and support for new and existing staff to enable staff to know how to use the system and maximise capability
8. Assist the HSTL in ensuring systems are reconciled as necessary and system security/integrity is maintained. Ensuring data is clean and maintained at all times
9. Ensure the accuracy of system output and assisting with the production of Government returns, statistics, management reports and other information for both internal and external use in conjunction with managers
10. Support in the reconciliation of the system to other systems, ensuring the integrity of all systems
11. Participate in the housing software user groups when required, taking an active role in the special interest groups where possible in the interests of ECC
12. Assist the Housing Managers in ensuring compliance with Data Protection, Freedom of Information and Human Rights requirements.

Project delivery, budget control and performance management
6. Ensure that the regular data analysis is used to inform performance management, policy and financial planning
7. Contribute to the development and review of effective policies and procedures
8. Take responsibility for controlling budgets relevant to the project and role. Ensure there are effective systems for proactively identifying and responding to potential budget risks
9. Monitor performance and make any recommendations for change as necessary
10. Support the work of the Performance Scrutiny Partnership in scrutinising the work of the Housing Service and encourage involvement from a cross-section of residents

Internal and external communication
4. Support the HSTL in the provision of timely and effective communication in relation to the delivery and implementation of the project
5. Maintain and develop good working relationships both internally with other services and externally
6. Support the development of the Council's online and social media programmes to aid communication and conduct customer transactions

IT (additional)
3. Act as a System Administrator
4. Promote mobile working in the Team

Other
7. Ensure that risk to the health and safety of employees, customers and others, is minimised
8. Follow and promote the Council's Equal Opportunities Policy
9. Work to enhance the Council's reputation and that of the sector as a whole
10. Attend out of hours meetings as necessary
11. Carry out any other duties commensurate with the role

DATE LAST UPDATED: August 2017

EXETER CITY COUNCIL

Person Specification

JOB TITLE :   Housing I.T. System Officers x 2

GRADE   :   TBC

POST NO :

SERVICE :   Housing

UNIT   :   Housing

SELECTION CRITERIA	ESSENTIAL ✓	DESIRABLE ✓	CATEGORY
QUALIFICATIONS			
Educated to GCSE level in five subjects including English and Maths or equivalent experience	✓		C
A diploma or equivalent qualification either in a housing or technical area relevant to the post		✓	C
EXPERIENCE/KNOWLEDGE SKILL			
Experience of project delivery	✓		A I
Knowledge of current issues in housing and local government	✓		A I T
Knowledge of software implementation, upgrading and testing	✓		A I
The ability to self-motivate, organise and prioritise a heavy workload	✓		A I
The ability to communicate well both orally and in writing with a variety of audiences in order to impart or discover relevant information	✓		A I T
A willingness to learn from training		✓	A I
Analytical and logical skills to problem solve system and technical issues		✓	A I
Organisational and project delivery skills and able to work on own initiative as well as part of a team	✓		A I T
Accuracy and attention to detail particularly when working to tight deadlines	✓		A I
	✓		A I

IT experience in relevant programmes (for example SQL or a housing management application)	✓		A I
An understanding of, and commitment to, the principles of equality and diversity and their application to the work of the Housing service	✓		A I
Knowledge of relevant health and safety considerations			
SPECIAL REQUIREMENTS/ATTITUDE A positive 'can-do' attitude	✓		A I
A high level of personal resilience	✓		A I
Must be prepared to travel to various sites and venues and potentially attend meetings outside of normal office hours	✓		A I
OTHER			

COMPLETED BY: Service Lead Housing (Customers)

DATE: August 2017