

## TOWER HAMLETS HOMES

### JOB DESCRIPTION

<b>Job Title:</b>	Business Information Officer
<b>Grade:</b>	PO1
<b>Accountable To:</b>	Senior Business Analyst
<b>Number of Direct Reports:</b>	None
<b>CRB Required:</b>	No

#### Job Purpose:

<b>Key Accountabilities:</b>	
1.	To maintain a robust information management system that includes: <ul style="list-style-type: none"> <li>• Data management</li> <li>• Standard Operating Procedures</li> <li>• Electronic filing</li> <li>• Specialist ICT systems (i.e. Keystone)</li> </ul>
2.	To collate, maintain and report accurate contractor performance information, tracking actual against planned performance on a timely basis. To identify variations along with recommendations for remedial action/improvement and ensure information is properly reported, shared and acted upon by Tower Hamlets Homes, contractors and other affected parties.
3.	To work closely with the in-house technical team in monitoring external contractors, and resources and to review and report performance, making recommendations and acting where necessary to meet the required contract and departmental targets.
4.	To have responsibility of ensuring all necessary data is accurately and regularly updated and that reports that are made in respect to KPI outcomes are accurate and provided for review at various formal contractual meetings.
5.	To assist the Senior Business Analyst with implementation and rollout of Keystone across the business, in collaboration with THH ICT. To design and produce Keystone reports in line with THH business needs.

6.	Accessing, designing and producing reports from Tower Hamlets Homes Systems and other relevant IT systems and database. Use statistical and other tools to forecast and analyse trends and devise and produce spreadsheets and databases that monitor budgetary aspects and support service delivery. Produce statistical and other performance related reports/returns/spreadsheets on an accurate timely basis.
7.	To ensure that issues with contractors' records in accordance to the contracts are escalated to the Compliance Officer, and undertake other audits to provide assurance of performance reporting. To take the necessary action and/or provide reports recommending action as a result of reviewing performance against forecasts and targets.
8.	To provide key reports and performance information to senior management and contribute to periodic and annual statistical returns to central government in accordance with the reporting requirements.
9.	Assist in development and have accurate understanding of appropriate policies to drive correct practices and behaviours.
10.	Build effective and productive working relationships with colleagues and teams and be flexible and responsive to working times, patterns, locations and methods when necessary and undertake limited induction/training for new/other team members.
11.	Carry out other reasonable ad hoc duties to support the Directorate which are commensurate with the expectation of the post as directed by the Senior Business Analyst or the Head of Service.

**Health & Safety**

The postholder is required to comply with all Health & Safety at work policies, procedures and guidelines which form part of this job description. The postholder must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other manager.

**Equality and Diversity**

The postholder is required to actively promote diversity in the workplace. It is the duty of the postholder not to act in a prejudicial or discriminatory manner towards employees or resident. The postholder should counteract such practice or behaviour by challenging or reporting it.

**Safeguarding**

THH is committed to safeguarding and promoting the welfare of vulnerable adults. Safe recruitment of staff is central to this commitment, and THH will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to vulnerable adults.

All staff working with Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of vulnerable adults when applying for posts at Tower Hamlets Homes.

## Person Specification: Staff Level

### Job Title:

Please state how each of the criteria listed will be assessed as follows:

**A = Application**

**I = Interview**

**T = Test**

<b>Competency</b>	<b>Overall Definition at Staff Level</b>	<b>Assessment Method</b>
<b>Customer Excellence</b>	I provide excellent customer service in a respectful and timely manner. I do this by treating internal customers and external customers as individuals, seeking to understand their needs, communicating effectively with customers in a way which suits them and keeping customers informed.	<b>A / I</b>
<b>Working Together for Excellence</b>	I co-operate with others, I respect we must work together for the benefit of THH overall and to contribute to the work of others to create a positive working environment. I do this by influencing and negotiating with colleagues to deliver better services	<b>A / I</b>
<b>Planning &amp; Prioritising for Excellence</b>	I am clear on what I need to do in my job to be effective and so I plan my workload, prioritising my time and activities. I think about the impact of my work on others and consider who else I may need to involve. I make the best use of the resources available to deliver the results required.	<b>A / I / T</b>
<b>Delivering for Excellence</b>	I have high personal standards and I take responsibility and ownership of the decisions I make. I try to thoroughly understand problems and situations by asking questions, making use of my technical knowledge and skills, and providing solutions that work for customers and THH	<b>A / I</b>
<b>Striving for Excellence</b>	I keep up to date with change, getting involved when I can and learning lessons from past situations to improve how, I and others can deliver excellent services. I keep my knowledge up-to-date and am keen to develop my skills to do my job better	<b>A / I</b>

You should try to limit the essential criteria to 5 and the desirable criteria to 2 for each category

<b>Education and Experience</b>	<b>Essential Criteria</b> <ul style="list-style-type: none"> <li>• Must have experience of contract monitoring and strong analytic skills.</li> <li>• Experience of analyse a variety of complex data and producing performance reports.</li> <li>• Excellent analytical, data evaluation and problem solving abilities</li> <li>• A skilled communicator at all levels, strong stakeholder management skills. Project management experience or qualifications will be an advantage.</li> </ul>	<b>A / I</b>    <b>A / I</b>    <b>A / I / T</b>    <b>A / I / T</b>
<b>Knowledge</b>	<b>Essential Criteria</b> <ul style="list-style-type: none"> <li>• Possess the ability to be able to present conclusions gained from analysing data using statistical tools like Microsoft Excel and Access.</li> <li>• Proficient in the Microsoft Office suite and familiar with relational databases, have the ability to produce clear and concise management reports.</li> <li>• Knowledge of best practice and experience within the construction industry would be advantageous</li> </ul>	<b>I / T</b>    <b>A / I / T</b>    <b>A / I</b>    <b>A / I / T</b>
<b>Skills and Abilities</b>	<b>Essential Criteria</b> <ul style="list-style-type: none"> <li>• Ability to produce statistical and written reports and co-ordinate activities and use initiative in balancing priorities in a dynamic work environment.</li> <li>• Ability to use initiative in problem-solving and decision-making skills, considering implications and providing appropriate advice.</li> </ul>	<b>A / I / T</b>    <b>A / I / T</b>

	<ul style="list-style-type: none"> <li>Ability to build effective and productive working relationships with colleagues, the team and contractors.</li> </ul>	<b>A / I</b>
<b>Additional Requirements</b>		