

## Role Profile

<b>Job Title:</b>	<b>Systems Support Officer</b>	<b>Grade:</b> <b>7</b>	<b>Spinal column point range:</b>
<b>Department:</b>	<b>Landlord Services</b>	<b>Post no:</b>	<b>13244 13245</b>
<b>Directorate:</b>	Place	<b>Location:</b>	<b>Perceval House</b>

<b>Role reports to:</b>	Central Systems and Finance Manager
<b>Direct Reports:</b>	<b>None</b>
<b>Indirect Reports:</b>	<b>None</b>
<p><i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i></p>	

## JOB DESCRIPTION

### PURPOSE OF ROLE:

- To assist the Landlord Services and Housing Demand Team Managers with the development, management and maintenance of ICT and Business Systems connected with the work of the Divisions.
- Comprising of the following functional areas:
  - Information systems and document management
  - Electronic delivery of services, including overall management of the Division's webpages
  - E-Housing Service Delivery E.g. Online Housing Register
  - Performance indicator management and monitoring systems
- To assist the service in developing initiatives, including those identified in the divisional performance plan in conjunction with the Housing Demand Team Manager and Business Support Manager.
- To lead, participate or coordinate projects, workshop and training sessions across the Division, supporting and advising on ICT and Business Systems processes and procedures.

## **KEY ACCOUNTABILITIES:**

### ICT and Business Systems Management

- To assist in the management and customisation of the E-Housing Service Delivery through local ICT business systems and supporting the roll-out of new applications.
- To assist in the review of administrative and business procedures relating to IT development and infrastructure for the divisions with a view to improving service delivery. In so doing ensure that business support procedures comply with financial regulations and codes of practice.
- To support the divisions e-housing service and web enablement development projects, working in conjunction with the Landlord Services and Housing Demand Team Managers to achieve the sections ICT objectives and customer support service.
- To take lead responsibility for the development, implementation and maintenance of core business and information ICT systems, such Open Housing Management System (OHMS), Business Objects, Locata and other business systems.
- To take lead responsibility for developing, monitoring, maintaining and reviewing the divisions web pages, participating in divisional, departmental and corporate working groups and meetings to ensure that the requirements of the sections are fully represented.
- To be responsible for the management, monitoring, maintenance and appraisal of ICT and local business systems within the divisions in accordance with Data Protection Act.
- To assist in developing, implementing and maintaining quality computerised administrative and performance management information systems, Including the review and monitoring of the Division's property case and subject filing systems employing the archiving and destruction of relevant material as instructed by the Central Systems and Finance Manager.
- To assist the Central Systems and Finance Manager in the management and customisation of the back-office business systems for applications processing, Locata and TA Management Information.
- 1. To test and evaluate new technology and applications, troubleshooting system and network problems and diagnosing and solving hardware/software faults
- To rapidly establishing a good working relationship with customers (internal and external) and other professionals (e.g., software developers)
- To be responsible for liaising with software and hardware suppliers and the Council's ICT Support Group, Housing Management IT Support Team and Web-team and others to ensure the efficient operation and enhancement of the systems.
- To assist in developing and delivering a variety of training sessions, workshops

and briefings for the Division in the use of IT and business systems, such as Open Housing Management System (OHMS), Business Objects, and Locata. In so doing write administrative and systems guidance notes for inclusion in the Support Manual

- To assist the Central Systems and Finance Manager in managing projects and initiatives that facilitates the business systems development and Information Communications Technology improvement across the Division
- To be a super user, developing knowledge and understanding on business databases, local network systems and applications.

#### General Business and Support Management

- To be responsible for providing business and administration advice and develop business processes, procedures and systems across the division, setting and agreeing work plans, targets, standards and priorities for the support services infrastructure.
- To supervise and support staff allocated to the work of information and business systems functions.
- Maintain an up to date knowledge of developments (including legislative change) and current best practice within relevant fields, ensuring that opportunities for development and improvement of services are identified, evaluated and exploited.
- Ensure that all functions within the area of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
- Use and assist others to use information technology systems to carry out duties in the most efficient and effective manner.
- Ensure duties are undertaken with due regard and compliance with the Data Protection Act and related legislation.
- To work flexibly and according to the needs of the service, which may include early mornings, evenings and weekends work as required.

#### **KEY PERFORMANCE INDICATORS:**

- Respond to enquiries within 1 working day
- Deliver a minimum of 4 workshops or training sessions each year
- Deliver systems improvement projects and processes that establishes value for money
- Resolve emerging business systems issues within set deadlines.

**KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):**

- Landlord Services colleagues
- Housing Demand colleagues
- Team Managers
- Regeneration and Housing Colleagues
- Housing IT
- Private Sector Tenants, Landlords and Agents
- Other Relevant Agencies
- TA Tenants
- Customers and Residents

**AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):**

- **Accountable for policy/procedure development and implementation**
- **Accountable for business system development, implementation and maintenance**

## Person Specification

**Candidates please address the criteria marked with \*\* in your application**

### **ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES**

#### **ESSENTIAL EXPERIENCE:**

1. \*\*Experience of troubleshooting system and network problems and diagnosing and solving hardware/software faults
2. \*\*Experience of setting and monitoring performance targets, and of collecting, analysing, collating and presenting performance and monitoring information.
3. \*\*Experience and ability in preparing high quality written information including reports, briefing notes, specifications and procedures, ensuring maximum clarity and ease of use
4. \*\*Experience of developing and delivering workshops and training sessions, staff, managers and users
5. \*\*Experience of creating and maintaining reports on reporting tools such as Business Objects or similar reporting tools
6. \*\*Advanced experience with Open Housing (OHMS) or other similar housing packages.
7. Experience of developing and maintaining MS Access Databases or other business supporting databases or modelling.

#### **KNOWLEDGE, SKILLS & ABILITIES**

8. \*\*Ability to work proactively, flexibly and interdependently in a small team covering a range of complex constantly changing tasks.
9. Ability to develop, implement and maintain management information and administrative computerised systems.
10. Ability to communicate effectively, talking staff/clients through a series of actions, either face to face or over the telephone.
11. \*\*Ability and experience in managing large complex workloads with conflicting priorities, and meeting team deadlines for delivery

12. Ability to work in partnership with other Council services and outside agencies and to liaise with various groups including senior officers in other services, councillors, community groups, businesses and members of the public.
13. Ability and willingness to attend early mornings, evening and weekend meetings and events on occasion
14. Ability and experience of taking account of the practical implications of equal opportunities for service delivery policies when service changes and setting/monitoring service standards.
15. \*\*The ability to test and evaluate new technology and applications, troubleshoot system and network problems and diagnose and solve hardware/software faults
16. Able to rapidly establish a good working relationship with customers and other professionals (e.g., software developers);

**ESSENTIAL QUALIFICATION(S), EXPERIENCE AND REGISTRATION  
(e.g. HCPC)**

17. \*\*NVQ Level 3 Housing or equivalent or work experience in a similar role
18. Educated to GCSE level (or equivalent) including Maths and English Grades A-C or qualified by experience
19. \*\*Microsoft Programmes (Word, Excel and Access) Intermediate/Advanced

## Values & Behaviours

<b>Improving Lives for Residents</b>	<b>Trustworthy</b>	<b>Collaborative</b>	<b>Innovative</b>	<b>Accountable</b>
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>