

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Housing Digital Systems

DIVISION: Housing

JOB TITLE: Housing Digital Systems Manager

ROLE PROFILE

Job Title:	Housing Digital Systems Manager
Department:	Housing Digital Systems
Division:	Housing
Grade:	Grade 16
Hours (per week):	36
Reports to:	Head of Change Assurance and Performance
Responsible for:	Direct Systems Development Consultants Systems Support Officers Systems Training Officers

Role Purpose and Role Dimensions:

This role leads on ensuring the Council's line of business application (NEC Housing) is exploited effectively in a strategic context by:

- Ensuring the system is both supported and maintained from a technical perspective but also that it is being used effectively to support business processes, reporting and decision-making
- Proactively adopting a product management approach to the ongoing roadmap of technical updates, system configuration and service improvements including identifying where alternative solutions could be leveraged to support the wider digital transformation agenda
- Embracing user centred and agile methods to effect change to the traditional way systems and service management is done
- Supporting continuous improvement through the pragmatic adoption and enhancement of service management good practice

Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	<p>NEC</p> <p>Solution Suppliers</p> <p>Residents</p> <p>Professional Groups</p> <p>Other Local authorities</p> <p>Partner and regulatory agencies</p> <p>Government Departments</p> <p>External Auditors</p>
Key Internal Contacts:	<p>Directors of services using the Housing systems</p> <p>Heads of Service</p> <p>Digital system users</p> <p>CDS teams</p> <p>Business intelligence</p> <p>Procurement</p> <p>Finance & Audit</p>
Financial Dimensions:	<p>Management of line of business systems used to calculate payments and generate payment files.</p> <p>Understand the cost structure of the service (where it may be recharged to service departments).</p> <p>Management of revenue and capital budgets, commitment and spend.</p>
Key Areas for Decision Making:	<p>Post-holder is required to make operational and strategic decisions in relation to the use and management of line of business systems.</p> <p>Post-holder will advise the relevant Directors, Heads of Service and Service Managers on strategic decision-making in these areas.</p> <p>Post-holder will prioritise workload of team to ensure target service levels are met across support, requests and project work.</p>
Other Considerations:	Where necessary, occasional evening, night time and weekend working is required in order to manage system changes with minimum impact on system users.

The post holder is required to be flexible and mobile and may be required to visit and work from other Council offices across the borough.

Is a satisfactory disclosure and barring check required? **No**
([click here for guidance on DBS](#))

What level of check is required?

Is the post politically restricted **No**
([Click here for guidance on political restriction](#))

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974 **No**
[Click here for guidance on ROA](#)

Key Accountabilities and Result Key Elements:
Areas:

Influence senior stakeholders to ensure capabilities of systems are fully exploited and to understand how line of business applications are used to support business processes and statutory reporting

This will involve:

Being a lead contact between Housing Digital Systems and service managers using NEC Housing.

Understanding how systems are currently being used to support business processes and discussing future requirements and functionality needs.

Ensuring NEC Housing system configuration, performance and functionality is aligned to service needs and legislative requirements.

Ensuring the needs of users are being met, identified and measured through regular user research.

Capturing users' pain points, spotting patterns in user frustrations / workarounds, in order to make or suggest product changes that will improve workflows and outcomes.

Define and recommend new ways of working through the application of digital systems and tools.

Support services in their change management activities and training needs to ensure effective system adoption and use.

Oversee the relationship with the council's line of business system suppliers

This will involve:

Overseeing technical and service contact between the authority and the NEC Housing business system supplier.

Allocating and procuring NEC consultancy days and liaising with NEC Project Manager.

Ensuring Croydon's systems roadmaps reflect NECs system development roadmap for all components required for the application to run.

Liaising with CDS Architects to ensure technical scope of NEC Housing and its environment is understood and impact of changes discussed.

Work with colleagues, vendors and other disciplines to how system processes, data and workflows function and find ways to improve usability and consistency.

Work with vendors and other disciplines to ensure systems comply with performance defined in commercial agreements.

Attending and representing the authority at national and regional supplier user groups.

Maintain a clear roadmap for the system.

This will involve:

Leading on the adoption of product management principles to create and maintain a roadmap incorporating patches, upgrades and improvements for NEC Housing.

Ensuring the appropriate service management or project delivery process is followed to prioritise and deliver items on the roadmap / backlog.

Ensure the internal CDS prioritisation process is followed so roadmap items can be resourced and delivered

This will involve:

Liaising with Housing Digital Systems to ensure work is clearly defined and follows the prioritisation process.

Supporting the resource allocation process for any work involving Housing Digital Systems team members.

Supporting Housing Digital Systems to successfully deliver projects affecting line of business systems.

Ensure effective delivery of requests, projects and changes to line of business systems

This will involve:

Having sufficient technical awareness to understand, champion and support work through delivery governance processes.

Participating in project planning activities.

Ensuring Housing Digital Systems team members complete project tasks in a timely fashion.

Leading on stakeholder communications.

Overseeing system and user testing, attending change control boards and also suppliers' regular meetings as point of escalation.

Advising on change management, training needs and handover to support in conjunction with key system users.

Coordinating testing and training activities.

Leading on the maintenance of and reference to issues logs so that changes / fixes can be scheduled and tracked.

Maintaining a local risk log and ensuring reference points with corporate risks are current.

Maintain a catalogue of services provided by the team and agree performance targets with service stakeholders; monitoring team performance against these targets

This will involve:

Establishing and maintaining a service catalogue for support activities related to NEC Housing.

Liaising with key stakeholders to negotiate appropriate service performance targets.

Implementing methods to track and measure key performance metrics so service performance targets can be monitored and reported on.

Liaise with CDS and Housing Finance Managers to develop a cost model for services in the catalogue to enable recharging if appropriate.

Develop and maintain a network of key system users for each system

This will involve:

Identify all key system users and create a strong network to share information, reinforce compliance and ensure that all system users are working together effectively.

Develop and lead a working group of super-users with cross-service membership.

Develop and define future system requirements and lobby suppliers for change.

Work with other disciplines to define and understand the standards that should be adopted consistently across all systems and data – proactively ensure these standards are communicated and implemented

This will involve:

Liaising with Architects, CDS, Digital Systems team members and Governance to understand and define standards for assuring the data and documents stored in line of business systems is appropriate, secure and compliant with GDPR.

Supporting services to implement and monitor how users are meeting defined standards.

Develop and maintain robust processes to implement and regularly review role-based system access levels and permissions; including how this links to joiners, leavers and movers.

Work with services and the BI team to ensure the integrity and accuracy of reports generated from line of business systems.

Develop and improve service management best practice for all digital systems team functions

This will involve:

Lead on the maintenance of IT Infrastructure Library (ITIL) processes used to support line of business systems.

Promote knowledge sharing and adoption of good practice.

Drive as much digital systems team demand through the service management system.

Liaise with service management colleagues and partners to manage demand and prioritise service improvement initiatives.

Promote knowledge sharing and adoption of good practice

This will involve:

Leading on retrospectives to improve process and project work.

Coaching and mentoring team members.

Ensuring appropriate technical and user documentation is created, maintained and accessible.

Cross-skilling team members to improve team resilience and continuity.

Proactively supporting project delivery by coordinating service user engagement and internal / external communications.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise

matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of

work, use protective equipment and report defects and hazards to management.

- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Housing Digital Systems Manager

Essential knowledge:

- Advanced/ high level knowledge and skills relating to workflow based ICT line of business systems including system administration functions.
- A good understanding of national data and information frameworks as set out by government departments.
- A good knowledge of GDPR and the role-based security needs of effectively managing a line of business system
- An ability to develop detailed knowledge of Croydon's systems and technical infrastructure in relevant areas.
- An ability to develop detailed knowledge of IT Infrastructure Library (ITIL) service management framework.

Essential skills and abilities:

- Excellent relationship management and interpersonal skills.
- Excellent written and verbal communication skills including the ability to generate complex reports and to influence change.
- Effective management and team leadership skills of a technical team.
- Excellent skills in analysing and interpreting complex data
- Strong problem-solving and creative abilities.
- Good project management ability.
- Commitment to providing excellent user support, with a customer-service ethos.
- Working knowledge of service management, product management, and agile / lean methods and willingness to develop to practitioner level.
- Ability to create and maintain a range of products including system documentation, test plans, training materials and user guides.
- Ability to demonstrate resilience when facing contradicting priorities or demanding workloads.
- Ability to maintain a high degree of confidentiality and to use discretion in dealing with sensitive information.

Essential experience:

- Demonstrable experience of delivering transformation and change in relation to systems and processes.
- Substantial experience of a leadership role in a key line of business systems management function.
- Experience in team management in an NEC applications environment.
- Demonstrable experience of managing a support team with limited resources and conflicting priorities.
- Experience of supporting service users managing complex data and the security access controls of NEC Housing, storing financial and sensitive data (and documents).

Special conditions:

Where necessary, occasional evening, night time and weekend working is required in order to manage system changes with minimum impact on system users.

The post holder is required to be flexible and mobile and may be required to visit and work from other Council offices across the borough.

Competencies:

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First

Puts customers at the heart of everything they do, using feedback data and the Residents' Charter to make their service better for customers. Ensures their team understand customers' issues and treat them with respect, solving customers' problems and investigating their complaints.

We Deliver Effective Service

Provides clear guidance and priorities to their team, ensuring they have the resources and equipment to deliver. Sets service KPIs and monitors performance, spotting patterns of problems or service issues and taking action to deal with root causes. Gathers and analyses data from a variety of sources to identify ways forward and make sound decisions.

We Adapt and Change

Supports organisational plans to transform and improve service for customers. Acts as a role model, promoting innovation and change across the team. Learns lessons from mistakes, giving and receiving feedback to stimulate improvement and development. Builds team resilience through managing change constructively, challenging negativity and overcoming resistance.

We Collaborate Constructively

Encourages collaboration with colleagues, suppliers and partners from across Housing and beyond to deliver for customers. Builds strong relationships with key stakeholders and partners,

finding mutually beneficial ways forward. Demonstrates positive team facilitation skills and uses team charters to create a conducive team culture.

We Communicate with Impact

Communicates clearly and promptly with staff and residents, tailoring communication style and method to meet the needs of a range of different audiences. Influences and negotiates effectively, taking account of the needs of all parties. Encourages open and honest communication on challenging issues with the team and customers. Resolves disputes and conflict effectively.

We Lead Inclusively

Inclusive and fair in their interactions with all colleagues and team members. Ensures team members are treated fairly. Provides a vision and direction for the team, clarifying ambiguity and stimulating a sense of optimism about the future direction of the service. Delegates and targets resources effectively. Supports the team with demanding work, listens and acts to relieve pressure.
