

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Housing

DIVISION: Housing Digital Systems Team

JOB TITLE: Senior Systems Digital Officer

ROLE PROFILE

Job Title:	Senior Systems Support Officer
Department:	Housing
Division:	Housing Digital Systems Team
Grade:	Grade 14
Hours (per week):	36
Reports to:	Housing Digital Systems Manager
Responsible for:	Digital Systems support and Training Officers (2 to 5 BAU team members) and some supervisory responsibility for temporarily assigned or shared employees and third-party consultants, involving allocation and checking of work for quality, quantity, and conformance to departmental standards.
Role Purpose and Role Dimensions:	<p>The Senior Digital Systems Officer leads on exploiting line of NEC Housing System by:</p> <ul style="list-style-type: none">• Supporting services in their responsibilities to ensure best practice is being followed using the system and in the production and analysis of statutory, financial and performance data• Drive systems use and data compliance with established policies, procedures, and standards• Maintaining security job roles and updating user profiles for starters and leavers• Managing the service desk and the monitoring of automated job routines and interfaces• Implementing service improvements through effective configuration of the application <p>Deputising for the Housing Digital Systems Manager in their absence where appropriate</p>
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:	NEC & other Solution Suppliers Professional Groups Other Local authorities Colleagues in other NEC Housing Sites and Housing IT teams Partner agencies and organisations and community groups Government Departments Members of the Public Outside agencies (For example Schools, Courts) External Auditors
Key Internal Contacts:	Service Directors Heads of Service Service Managers NEC system users CDS colleagues Information Management Performance & Reporting (Business Intelligence Team) Procurement Finance and Audit Public Health
Financial Dimensions:	<p>Management of line of business systems used to calculate payments and generate payment files.</p> <p>Responsibility for the timely business system application configuration for finance recording and support for the production of statutory submissions used for allocating external funding.</p> <p>Manage the operational and financial interfaces between systems including support of the reconciliation of financial data.</p>
Key Areas for Decision Making:	<p>The post holder will be required to lead on making complex decisions on how to interrogate data held within the NEC Housing systems to deliver accurate and meaningful reports and analysis against complicated requirements and often urgent deadlines.</p> <p>Post-holder will advise and collaborate with the relevant Directors, Heads of Service, and Service Managers on the impact and options of data integrity, system configuration and process changes to NEC Housing that inform service delivery and commissioning.</p> <p>Post-holder will prioritise workload of self and subordinates 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.

Enhanced DBS and children's and adults barring may be required for roles accessing systems holding such data

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 Areas:

Maintain good relationships with service users to understand how line of business applications are used to support business processes and statutory reporting

Key Elements:

This will involve:

Being a key point of contact between the team and service users of line of business systems, with a focus on - Understanding how systems are currently being used to support business processes and discussing future requirements and functionality, challenging current behaviours of system users.

Ensure NEC Housing and other business system configuration, functionality and reporting are aligned to service needs and legislative requirements, including:

- 2nd and 3rd line applications support
- System administration: codes, templates, workflows, forms data cleansing, correction, de-duplication, loading reference data
- User administration – security roles, access, and configuration
- User administration – setup and auditing of financial authorisation thresholds
- Batch processes
- Interfaces and file transfer
- Housing keeping
- Document management systems

Manage the operational and financial interfaces between systems and reconciliation of data.

Proactively support service users to identify where systems can be used more effectively - ensuring the needs of users are being met, identified, and measured through regular user research.

Capture 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 change management activities and training need to ensure effective system adoption and use.

Develop and maintain a backlog of improvements and changes for prioritisation in consultation with service and CDS proposal squad.

Supporting the Housing services directly, and via network of super users, to ensure systems are being used properly and data

is being entered accurately to comply with established policies, procedures, and standards.

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

Make recommendations for handling archived data.

Deputises for Housing Digital Systems Manager where required for technical and supplier's meetings, ad-hoc issue resolution, project, and service improvement meetings.

Develop and maintain queries reports and dashboards to support the production of statutory, financial, performance or data quality reporting

This will involve:

Maintaining a thorough understanding of the data model upon which the NEC Housing system is based.

Understanding the statutory reporting requirements and how data stored in the system is processed to be able to generate them.

Assist with the discharge the Council's statutory responsibility for reporting of national performance and statistics.

Oversee and perform agreed data cleansing, correction, maintenance, and de-duplication routines to maintain system data integrity.

Advise on data quality issues and troubleshoot discrepancies in data which may be impacting on the accuracy and consistency of reporting, interfaces, or data migration.

Where appropriate instigate data quality checking processes and procedures to cleanse, verify and maintain data held on systems to improve reliability and consistency.

Participating in and support project work involving changes to systems, including user acceptance testing, user training and co-ordinating service user engagement, reliability, and consistency.

Working with NEC, other vendors, and other disciplines to find ways to improve system usability and data accuracy

Advise and support the adoption of appropriate security controls for users accessing the application and its data

This will involve:

Understanding of how security access model operates for each supported line of business system (i.e. the application but not the wider technical environment).

Liaise with Housing Managers, team colleagues, service SMEs, information management, IT audit, CDS Architects and CDS

Security Manager to agree appropriate roles and access controls.

Implementing agreed security structure and controls, liaising with service stakeholders so they know the process to make user system access requests.

Train and assist authorised support personnel to be able to add, amend and remove users so they are proficient.

Adhere to agreed operational procedures detailing the addition and removal of user access to line of business systems

Consulting with the project delivery team to ensure scope of work is clear to assist the prioritisation and planning of work.

Consult with project delivery team to deliver projects affecting NEC Housing and other line of business systems.

Advising management on service impact of changes so project can incorporate activities needed to ensure changes are implemented effectively and services get full benefit from them.

Proactively support project delivery lead by coordinating service user engagement and comms.

Complete allocated project tasks in a timely fashion liaising with partners and suppliers as required and following appropriate service and project management procedures.

Mentor and support key users to write and perform user acceptance testing to verify changes made to system are robust and fit-for purpose.

Support service managers with training need analysis to ensure system users are proficient in their use of key systems.

Where required, migrate data for projects to various locations, advising on best practice for data validation and verification.

Work closely to support service during 'hyper care' period of project delivery.

This will involve:

Acting as the lead service contact between the authority and NEC Housing for service desk issues

Managing version release upgrades and patches, and all aspects of NEC Housing Environment, cloning and refreshes.

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

Develop and improve service management best practice for digital systems service

This will involve:

requests and support the resolution of major incidents/problems

Supporting the Housing Digital Systems Manager to create, maintain and improve IT Infrastructure Library (ITIL) processes used in the team to support line of business systems.

Supporting the Housing Digital Systems Manager to create, maintain and measure service catalogue.

Champion the use of the service management system (Service Now) so the application's users raise tickets so demand and target service levels can be effectively measured and monitored.

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

Create, maintain, and share support documentation and knowledge.

Identify opportunities to streamline common support activities so they can be completed by first line support (or self-service) using data from the service management system.

Support team response to escalated tickets, major issues, and project transition 'hyper care'.

Develop consistency of practice among support community

This will involve:

Develop and champion common ways of doing things.

Leading on retrospectives to improve support process and project work

Coaching team members and sharing knowledge.

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

Cross-skilling team members to improve team resilience and continuity

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:	Senior Digital Systems Officer
Essential knowledge:	<p>Extensive knowledge and skills relating to the use, support and administration of NEC Housing and NEC Document Management and the context in which they operate.</p> <ul style="list-style-type: none"> • Good knowledge of NEC GPI batch processes and an understanding of the Housing Finance Interfaces (HFI) and BARIS interfaces • Good knowledge of user acceptance testing application systems • Good working knowledge of information governance issues including data protection, freedom of information, data security and service specific standards (e.g. GDPR) • Good understanding of national data and information frameworks as set out by the central government departments • Strong knowledge and skill using spreadsheets, reporting, business intelligence and data extraction tools • Good knowledge of data analysis, data validation, cleansing and retention • An ability to develop detailed knowledge of Croydon's systems and business processes in relevant service areas • Working knowledge of IT infrastructure Library (ITIL) service management framework as it relates to line of business systems
Essential skills and abilities:	<ul style="list-style-type: none"> • Ability to manage and deliver a range of BAU tasks and support activities of varying complexity. • Ability to demonstrate resilience when facing contradicting priorities or demanding workloads • Excellent relationship management. • Excellent skills in data management, analysis, interpretation and reporting. • Excellent written and verbal communication • Effective management and team leadership skills. • Strong problem-solving and creative abilities. • Ability to maintain a high degree of confidentiality and to use discretion in dealing with sensitive information.

	<ul style="list-style-type: none"> • Confidence to present and deliver different types of training to stakeholders • Excellent written and verbal communication skills • Able to work effectively as a team player • A consistently positive attitude to change • Good organisational skills • Commitment to providing excellent user support, with a customer-service ethos • Ability to influence – and unafraid to constructively challenge • Ability to create and maintain a range of products including system documentation, test plans, training materials, and user guides
Essential experience:	<ul style="list-style-type: none"> • 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 key line of business systems storing financial and sensitive data (and documents) • Experience of identifying data quality issues and implementing a data improvement plan in a key line of business system • Experience of supporting change management involving systems configuration and administration, user testing, training, project, and service delivery • Experience of delivering a range of ICT products including test plans, training materials, user guides and other documentation. • Experience of working closely with service users, senior stakeholders, delivery partners, and third-party suppliers • Some experience of using a ticketing system for managing support requests • Awareness of product management and agile/lean methods
Special conditions:	<ul style="list-style-type: none"> • Where necessary, occasional evening, night time and weekend working is required in order to manage system changes with minimum impact on system users.
	<ul style="list-style-type: none"> • 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.

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