

JOB DESCRIPTION

Job Title: Housing Systems & Data Quality Officer (Asset Management)

Pay Grade: W4

Team: Housing Services

Function: Housing Service Improvement

Responsible to: Housing Service Improvement Manager

Job Purpose:

As part of the Housing Service Improvement Team the Housing Systems & Data Quality Officer will support the service to obtain the maximum benefit from the housing IT systems and that they are developed to increase business efficiency in line with corporate priorities.

To act as one of the key responsible persons for systems administration and data management and to support the Housing Service Improvement Manager in the development and implementation of a coherent data strategy with the view of improving the quality and availability of data across the service. This will include a continual review of the tools, working practices and resources required to meet the business needs for effective data management.

To specialise in data management in relation to the Housing Asset Management functions including repairs, planned maintenance, stock condition, building safety and compliance.

Produce key reports using suitable data analysis tools to ensure operation of an effective and efficient performance management framework for Housing Services that supports performance improvement and increased transparency to the Council's tenants and leaseholders specialising in areas relating to the Housing Asset Management processes.

Key Area:

PEOPLE - A Healthy, Inclusive and Engaged Community

We will improve the health and wellbeing of our community, by:

- working with partners to raise personal health standards with particular focus on housing, mental health, alcohol, obesity and smoking;
- encouraging through a clear dialogue with those who are able, to take responsibility and self serve, while helping, with partner organisations (including the Voluntary, Community and Faith Sector), those less able; and
- promoting recreational opportunities for all sections of the community.

Main Tasks:

Systems administration and support

1. To carry out all relevant system administration duties, including the set up and maintenance of user permissions ensuring all relevant processes are documented and audit trails are maintained.
2. To introduce and induct new staff to the Housing IT systems as required.

3. To assist Internal/External Auditors in carrying out investigations into the systems administration process including preparation of reports and provision of information.
4. Play a lead role in defining system configuration and test plans for new and developing systems.
5. Ensure all systems testing and configuration is documented appropriately, and all necessary change control is carried out.
6. Carry out all necessary actions to find suitable resolutions to housing system related faults, liaising with the Council ICT helpdesk and any relevant software suppliers helpdesks ensuring the resolutions are provided by suppliers within contracted timeframes, escalating matters to the Housing Service Improvement Manager where necessary.
7. Act as the bridge between technical colleagues and business facing stakeholders when delivering digital focussed projects.
8. Represent and promote the interests of Woking BC at any relevant software supplier user groups.

Service improvement:

9. Devise and develop system specifications to meet the needs of operational colleagues, understanding user needs and champion these throughout the delivery of digital services, ensuring the customer is considered in every decision.
10. Create clear user stories and process maps to ensure complex user needs and requirements can be easily translated into system specifications.
11. Undertake regular process reviews looking closely at 'as is' processes to identify areas for improvement and outline recommend potential solutions within a 'to be' model.
12. To assist the Housing Service Improvement Manager in ensuring the necessary procedures and policies are in place and followed to support users throughout the Housing Service in developing and implementing IT systems and applications.
13. Support the Housing Service Improvement Manager to develop and implement strategic and operational strategies and plans.

Reports and analysis:

14. Produce reports for performance and management information on the Housing Service to facilitate reporting in-line with the Council's performance management framework and to meet regulatory and other Government requirements.
15. To analyse and interpret complex performance information, using benchmarking data and presenting summary findings and recommendations to drive improvement.
16. Produce reports and define processes that ensure good practice in relation to data management, integrity and accuracy.
17. To deal with relevant requests for information under the Freedom of Information Act and/or Data Protection Act as appropriate.

18. Analyse, extract and deliver data in a format suitable for use by managers and officers to help drive performance across the service.

Data management:

19. Assist in maintaining, improving, and auditing the data held in the Housing systems throughout the data life cycle, ensuring the integrity, quality and accuracy of the data and making sure it is fit for purpose by understanding the user needs.

20. Embed effective data management and governance into all aspects of the role.

21. Assist in building and monitoring a robust data strategy and data quality action plans

22. Work with colleagues across the business to ensure the data collected and maintained meets changing business need and legislative requirements.

23. Manage the input of data from a range of sources within or external to the organisation into the appropriate systems, ensuring data assurance, standardisation of information and transparent audit trails.

General:

24. To advise Senior Housing Managers of good practice in data management, design and delivery of system processes and deputise for the Housing Service Improvement Manager as required.

25. Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders.

26. To carry out any other reasonable duties as required by the Housing Service Improvement Manager.

Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> • Educated to degree level or equivalent working experience. 	D	A/I
	<ul style="list-style-type: none"> • Qualification in Data Analysis / Business Analysis / Systems Analysis or equivalent 	D	A/I
	<ul style="list-style-type: none"> • Working knowledge of data modelling techniques 	D	A/I
	<ul style="list-style-type: none"> • Working knowledge of relevant business management principles 	D	A/I
	<ul style="list-style-type: none"> • Working knowledge of primary research techniques 	D	A/I
Experience	<ul style="list-style-type: none"> • Knowledge and experience in working within a local government housing service or Registered Provider (i.e. housing association) in a similar role. 	D	A/I
	<ul style="list-style-type: none"> • Significant experience of administering and maintaining Housing IT systems 	D	A/I
	<ul style="list-style-type: none"> • Significant experience of the application of digital principles and thinking to support service transformation and innovation 	D	A/I
	<ul style="list-style-type: none"> • Experience reviewing business needs, researching potential solutions and providing solid process and technical recommendations 	E	A/I
	<ul style="list-style-type: none"> • Experience of collaborative working with a range of external organisations, contractors and other internal departments to achieve strategic objectives 	E	A/I
	<ul style="list-style-type: none"> • Experience in preparing complex analytical data to be presented in a format suitable for a wide audience including members of the public 	E	A/I
	<ul style="list-style-type: none"> • Experience in asset management (repairs, planned works and compliance management) 	D	A/I

Special Requirements	• Ability to write complex reports using SSRS	E	A/I
	• Excellent written and verbal communication skills, including the ability to explain complex issues and data to members of the public.	E	A/I
	• Exceptional customer service skills	E	A/I
	• Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner.	E	A/I
	• Excellent data analysis skills with an attention for detail	E	A/I
	• Advanced IT skills.	E	A/I
	• Willingness and ability to travel across the borough and wider where necessary.	E	A/I
	• Attendance at evening meetings	E	E

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	No
Does this role have emergency responsibilities?	NoChoose an item.

Role Map

Behaviour	Level Required (1-4)
Shaping our Future	2
Leading our People	2
Delivering for our Customers	2
Making Change Happen	3
Team and Partnership Working	2
Communicating Openly	2
Performance Management	1

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).

