**EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Housing IT System Manager

**GRADE :** 11

**POST NO :** 4190

**SERVICE :** Housing

**UNIT :** Housing

**REPORTS TO :** Service Lead Performance, Strategy and Resources

**RESPONSIBILE FOR :** 2 x Housing IT System Officers

**LIAISON WITH :** Housing

Payment and Collections

Housing Options

Staff throughout the Council

Strata Service Solutions

Contractors (Capita) and other external agencies in the public and private sectors

The Project Board

**PURPOSE OF JOB**

1. To design and implement a new housing management computer system for the Housing Service

2. To work closely with all housing teams; Strata Service Solutions and suppliers to ensure the new system is fit for purpose and is implemented successfully

3. To construct processes and procedures for staff to enable them to utilise the new system

4. To provide training and support for staff during the implementation process

5. To thereafter act as the champion and specialist technical lead for the system

6. To manage a team of two Housing IT Systems Officers both during the implementation phase and afterwards

**MAIN ACTIVITIES**

**Project implementation**

1. Project manage the implementation of the new OPENHousing IT system ensuring optimal use of the software features by:

* Drawing up in conjunction with other parties a programme for delivery of the project
* Ensuring that the system is delivered within the agreed timescales
* Managing the relationship between the supplier, Strata Service Solutions and housing teams
* Providing manuals and procedures on the system for pre and post implementation
* Developing the use of self service for customers and contractors and mobile working through the project
* Managing training and support for new and existing staff to enable them to know how to use the system and to maximise capability

1. Ensure systems are reconciled as necessary and system security and integrity are maintained, and ensure data are clean and accurately preserved at all times
2. Take responsibility for controlling budgets relevant to the project and role. Ensure there are effective systems for proactively identifying and responding to potential budget risks

**Project management**

1. Be responsible for the accuracy of system output and assist with the production of Government returns, statistics, management reports and other information for both internal and external use in conjunction with managers
2. Participate in the housing software user groups when required, taking an active role in the special interest groups
3. Assist the Housing Managers in ensuring compliance with Data Protection, Freedom of Information and Human Rights requirements
4. Contribute to the development and review of effective policies and procedures
5. Promote mobile working among the housing teams
6. Act as System Administrator

**Performance management**

1. Ensure that accurate data and appropriate regular data analysis are used to inform performance management, policy and financial planning
2. Monitor performance and make any recommendations for change as necessary
3. Support the work of the Service Lead Performance, Strategy and Resources in managing performance and promoting service improvement
4. Support the work of the Performance Scrutiny Partnership in scrutinising the work of the Housing Service and encourage involvement from a cross-section of residents

**Staff management**

1. Provide the full range of management functions to the two Housing IT System Officers including work allocation; performance management; training; development; coaching; recruiting; appraisal and discipline
2. Hold regular one-to-one and team meetings

**Internal and external communication**

1. Provide timely and effective communication in relation to the implementation and maintenance of the project
2. Maintain and develop good working relationships both internally with other services and externally with other local authorities, housing associations and other stakeholders
3. Contribute to the development of the Council’s online and social media programmes to aid communication and conduct customer transactions

**Other**

1. Ensure that risk to the health and safety of employees, customers and others, is minimised
2. Follow and promote the Council’s Equal Opportunities Policy
3. Work to enhance the Council’s reputation and that of the sector as a whole
4. Lead on the resolution of service complaints
5. Attend out of hours meetings as necessary
6. Carry out any other duties commensurate with the role

**DATE LAST UPDATED:** August 2017