**EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Housing IT System Officer

**GRADE :** Grade 7

**POST NO :** 4191/4192

**SERVICE :** Housing

**UNIT :** Housing

**REPORTS TO :** Housing IT System Manager (HSM)

**RESPONSIBILE FOR :** N/A

**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. Support the Housing IT System Manager (HSM) in ensuring the effective and timely implementation of the new housing management IT system for the whole of the housing service
2. Provide housing system administration, support and training to all staff
3. Assist in devising of processes and procedures in relation to the IT system to ensure effective and consistent delivery of housing services to customers
4. Work closely with the housing teams, Strata Service Solutions and the suppliers during implementation of the system

**MAIN ACTIVITIES**

**Project implementation**

1. Assist the HSM to project manage the implementation of the new OPENHousing IT system ensuring optimal use of the software features by:
* Ensuring that the system is delivered within the agreed timescales
* Liaising with the supplier, Strata Service Solutions and housing teams
* Helping to provide manuals and procedures on the system for pre and post implementation
* Helping to develop the use of self service for customers and contractors and mobile working through the project
* Assisting in the provision 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

**Project delivery, budget control and performance management**

1. Regularly analyse data to inform performance management, policy and financial planning
2. Aid the HSM in controlling budgets relevant to the project and role. Help to ensure there are effective systems for proactively identifying and responding to potential budget risks
3. Monitor performance and make any recommendations to the HSM for change as necessary
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

**Internal and external communication**

1. Support the HSM in the provision of timely and effective communication in relation to the delivery and implementation of the project
2. Maintain and develop good working relationships both internally with other services and externally
3. Support the development of the Council’s online and social media programmes to aid communication and conduct customer transactions

**Other**

1. Help to ensure that any 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. Attend out of hours meetings as necessary
5. Carry out any other duties commensurate with the role

**DATE LAST UPDATED:** August 2017