CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Housing Digital Systems

DIVISION: Housing

JOB TITLE: System Development Consultant

ROLE PROFILE

Job Title: System Development Consultant

Department: Housing Digital Systems

Division: Housing

Grade: Grade 15

Hours (per week): 36

Reports to: Housing Digital Systems Manager

Responsible for: No direct line management but will have some supervisory responsibility for temporarily assigned or shared employees and 3rd party consultants, involving allocation and checking of work for quality, quantity and conformance to IT standards. The post holder will be required to deputise for Housing Digital Systems Manager and make decisions that have an impact on service delivery in their absence where appropriate.

Role Purpose and Role Dimensions: This role leads on the development of the NEC Housing critical line of business application, manages the technical environment in which the system operates and implements service improvements through effective configuration of the application.

The role is the council expert in design and configuration of NEC Housing modules.

The role is responsible for managing technical design workshops with service users and NEC consultants to produce system requirements and specifications. The role will make decisions on the best solution to manage processes for service delivery to customers. Once a solution design is created, the post holder will build the configuration in a test environment, lead on testing and once sign off has been completed, implement the solution in a live NEC environment.

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:
Solution suppliers
Professional groups
Other local authorities
Partner agencies and organisations
Government departments
LBC residents
External auditors

Key Internal Contacts:
Directors of services using the Housing systems
Heads of Service
Digital system users
CDS teams
Procurement
Finance & Audit
Business Intelligence team

Financial Dimensions: Management of line of business systems used to calculate payments and generate payment files.

Advise stakeholders and Housing Digital Systems team on financial aspects of technical system upgrades and migration work, highlighting where savings can be made.

Support the technical and operational financial interfaces between systems and reconciliation of all data.

Provide reports, dashboards and analytical data on the cost of service provision, which are essential to the council's financial controls.

Responsible for the timely business system application configuration for finance recording and support the production of statutory submissions used for allocating external funding and monitoring of ring-fenced budgets.

Key Areas for Decision Making: Post-holder is required to make decisions in relation to the use and management of NEC Housing. The post will make decisions during technical design sessions on the appropriate solution to manage processes that impact on delivering services to customers.

Post-holder will decide on the appointment of NEC consultants to provide configuration services or data cleansing operations to ensure the integrity of the Housing Management System.

Post-holder will prioritise workload to ensure target service levels are met for project work.

Post-holder is required to make decisions in relation to the use and management of NEC Housing which could have an operational, financial and strategic impact.

Post-holder will advise and collaborate with the relevant Directors, Heads of Service, Service Managers and Architects on the impact and options of technical changes to NEC Housing and its environment; and on the impact and options of data integrity, system configuration and process changes to NEC Housing that inform service delivery and commissioning.

The post holder is required to make complex tactical decisions about how to balance priorities of a wide range of stakeholders in pursuit of overall application configuration objectives.

Post-holder will prioritise workload to ensure target service levels are met for project work.

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 **Click here for guidance on ROA**	**No**

Key Accountabilities and Result Areas:	**Key Elements:**
Understand & troubleshoot the application and the technical environment in which the application runs	This will involve: Being a key point of contact between Housing Digital Systems and service users of NEC Housing with a focus on - leading on the design, configuration, build and testing of NEC Housing within the contractual boundaries between LBC and its contracted IT suppliers including having an understanding of the technology stack needed for NEC Housing to run efficiently. This will include: • 2nd and 3rd line applications support • Codes, templates, workflows, forms • Document management links Perform technical implementation tasks, within the contractual boundaries between LBC and NEC, necessary to maintain the environment and application in a supportable state Liaising with NEC technical teams, Housing Digital Systems Architects and 3rd parties to understand, document and develop NEC Housing functionality. Creating and maintaining system documentation in conjunction with service users. Understanding of interdependences, interfaces and connections of: NEC Housing; BARIS and HFI with the surrounding business processes and data. Understanding how NEC Housing is currently being used to support business processes and discussing future requirements and functionality needs. Ensuring NEC Housing configuration, performance and functionality is aligned to service needs and legislative requirements.

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

Decide upon the most effective and efficient solution to meet the requirements of service departments.

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

Defining and recommending new ways of working through the application of digital systems and tools.

Supporting the working group of super-users with cross-service membership.

Deputise for the Digital Systems Manager where required for supplier meetings, ad-hoc technical issue resolution, project and technical design meetings.

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

This will involve:

Being a lead technical contact between the authority and the Line of business system supplier(s).

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

Work with NEC and other disciplines to monitor systems performance and find ways to resolve issues and improve system robustness, resilience and stability.

Oversee 3rd party consultant access to the LBC environment by appropriately qualified resources to deliver support and project work.

Implement appropriate security controls for users accessing the application and its data

This will involve:

In depth understanding of how security access model operates for each supported NEC module (i.e. the application and the wider technical environment).

Liaise with Housing Digital Services colleagues, service users, Governance, Housing Digital Systems Architects and Housing Digital Systems Security

Manager to agree appropriate roles and access controls.

Along with business unit management implement agreed security structure and controls.

Define and implement procedures to enable other authorised officers to be able to add, amend and remove users.

Identify and create training material so authorised support personnel are able to add, amend and remove roles and users. Support such authorised support personnel users so they are proficient.

Adhere to agreed Housing Digital Systems service operational procedures detailing the addition and removal of user access to line of business systems.

Participate in and support projects and requests to upgrade or change the application and the robust testing of these changes to ensure they are fit for purpose

Assess and advise on the impact of changes so projects can incorporate activities needed to ensure changes are implemented effectively and services get full benefit from them.

Perform systems implementation tasks within the contractual boundaries between LBC and its contracted IT suppliers necessary to maintain the application in a supportable state.

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

Prepare for and advise services on system and user acceptance testing. Support key users to perform their user acceptance testing.

Create and maintain training materials to support end user, data, administration, service improvement, and technical support of NEC Housing.

Deliver training as required, including train-the trainer, show & tell.

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

Ensure a smooth transition of changed systems into live support.

Work closely to support services during the hypercare period of project delivery.

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

Participate in development of queries, reports and dashboards to support the production of statutory, financial, performance or data quality reporting.

This will involve:

Thorough understanding of the data model upon which NEC Housing is based.

Use advanced business and data analysis techniques to interrogate the line of business systems using reporting and business intelligence tools or SQL queries to create and maintain reports and dashboards.

Lead delivery of reports based on user need and prioritised via the Report protocol managed by the Business Intelligence team.

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

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

Advise on data quality issues, troubleshooting 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.

Work with NEC and other disciplines to find ways to improve system usability and data accuracy.

Decide on the resource required from NEC to complete project work within acceptable timescales.

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

Adopt consistency of practice among support community

This will involve:

Coaching colleagues and sharing knowledge.

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

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

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

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:	**System Development Consultant**

Essential knowledge:

- Advanced / high level knowledge and skills relating to workflow based ICT line of business systems including system administration functions.
- In depth understanding of the design principles and data structures of NEC Housing.
- 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.

Essential skills and abilities:

- Excellent relationship management.
- Ability to make decisions with significant financial implications.
- Expertise in NEC solution design, business analysis and the configuration and build of NEC Housing modules.
- Experience in assisting users to develop test scripts and scenarios so they can support user testing.
- Excellent written and verbal communication skills including the ability to generate complex reports and to influence change.
- Effective team leadership skills for user workshops.
- Excellent skills in analysing and interpreting complex data
- Strong problem-solving and creative abilities
- Good workstream management ability
- Commitment to providing excellent user support, with a customer-service ethos
- Working knowledge of service management, product management, and agile / lean methods
- 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 NEC systems development and implementation (2 years minimum).
- Experience working with housing services to determine user requirements, convert these into specifications and lead on build, configuration and testing.
- Demonstrable experience of project work within a 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.

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