 **Role Profile**

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| **Job Title** | Business Improvement Officer | | |
| **Team** | Housing, Wellbeing & Communities | **Grade** | 7 |
| **Reports to** | Business Improvement Team Leader | | |
| **Date** | October 2025 | | |

**One Arun:**

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| Every role at Arun contributes towards our [**Vision – *A better future***](https://www.arun.gov.uk/download.cfm?doc=docm93jijm4n18990.pdf&ver=20441), and every employee strives to embrace and champion our [**Values**](https://arungovuk.sharepoint.com/sites/intranet/staff/Useful%20documents/Arun%20values%20explanation.pdf#search=arun%20values)**:**  A logo of a chat  Description automatically generated |

**Overall job purpose:**

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| Maintain, support, and assist with all aspects of improving service delivery within Housing services. Ensuring efficient use of all IT software available. Reviewing service delivery within teams to support management objectives for efficiency and excellent customer service.  Project managing system and service changes from design to implementation. Providing training, data, and insight to teams to promote the use of IT solutions. To champion innovation and continuous improvement ensuring that opportunities are taken across the department to deliver ongoing business improvements. |

**Key areas of focus:**

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| **Tenancy Management:** | |
| 1. | Co-ordinate and assist in detailed service and performance reviews. Project manage and deliver resulting improvement plans, identifying operational efficiencies and social value elements of changes. |
| 2. | To support and maintain all Housing services IT software systems which will include setting up new users, monitoring, maintaining, testing, and ensuring appropriate, compliant system access. |
| 3. | To analyse performance information to identify trends, issues, and potential service improvements to the Housing Management Team. |
| 4. | Escalate issues that cannot be resolved internally with software suppliers, ensuring matters are resolved. Officers To own the matter until satisfactory resolution is delivered, escalating, as necessary. |
| 5. | Coordinate the implementation of new software releases and patches; create test plans, ensure full testing is carried out, work with relevant parties to resolve any issues and ensure a smooth transition from test to live. |
| 6. | To facilitate workshops with end-users, undertake process analysis reviews, develop, and document process maps, workflows and identify and deliver support to the individual areas during transition. |
| 7. | To ensure working procedures and guides are written and developed at the point of change to support teams and the embedding of new processes. |
| 8. | To maintain a good understanding of new and emerging housing requirements and potential solutions. Assist with the research and evaluation of new products and solutions which are to be considered in providing improved service delivery for Housing. |
| 9. | Support the service in the use of data reporting tools, including writing, developing, and interpreting reports. |
| 10. | Present and promote the value of the Business Improvement Team within Housing services and the Council. This may involve representing the team at internal or external meetings, presentations, and dealings with contactors. |
| 11. | Provide an end-user training programme in relation to software products used within the department; develop a training programme for current/new employee’s, produce supporting documentation and deliver end-user training sessions on a regular basis. |
| 12. | Attend various Housing services meetings to maintain an awareness of staffing needs and opportunities for Business Improvements. |
| 13. | To deliver effective and timely operational software support for all of Housing services. |
| 14. | To contribute to the successful delivery of key projects and service initiatives in line with the Housing services aims, objectives and policies. |
| 15. | To undertake data collection, extraction and analysis using SQL, BI, visual studio |
| 16. | To undertake annual GDPR training and only share data in line with the legislative guidance. |
| 17. | To assist in the development of policies and procedures. |
| 18. | Research and seek out the latest guidance, legislative changes, and best practice. |
| 19. | To actively develop professional relationships with stakeholders and partners. |
| 20. | Provide a support desk function relating to all Housing services software provisions, undertake fault diagnoses and ensure the completion of satisfactory resolutions including where necessary liaising between end-users and/or external suppliers. |
| 21. | To maintain effective management systems and be responsible for complying with all the Council’s policies, procedures, regulations, and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding. |
| 22. | To ensure that all works completed are in accordance with Arun District Council’s standing orders, financial regulations, legal requirements, and statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place. |
| 23. | To maintain comprehensive, accurate, and timely records of all contacts and actions fully utilising all IT systems operated by the Council. |
| 24. | Any other duties that are appropriate with this post. |

**Additional information**

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| 1. | Not responsible for staff. |
| 2. | No budget responsibility. |
| 3. | The postholder is expected to work to service delivery standards set by others. |

**Role Requirements**

The following outlines the criteria for this post. Applicants will be shortlisted and interviewed to assess if they meet the criteria for the role.

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| **Criteria** | **Essential** | **Desirable** |
| **Professional Qualifications** | | |
| Hold or be willing to work towards a CIH Level 3 or equivalent qualification, demonstrating an understanding of housing management principles and practices. | x |  |
| ICT qualification |  | x |
| **Experience** | | |
| Use of ICT for extracting data and report delivery e.g. SQL | x |  |
| Demonstrable high level of customer service | x |  |
| Managing software issues both internally & with provider | x |  |
| Training team members | x |  |
| Working in a social housing or related environment | x |  |
| Project management experience |  | x |
| **Knowledge** | | |
| Knowledge of current national housing agenda |  | x |
| Proficiency in using housing management systems and IT tools for case management and reporting. | x |  |
| **Behaviours** | | |
| **Accountability:** Acknowledges mistakes with patience and understanding and offers support to rectify the situation, putting in place measures to prevent future errors. | x |  |
| **Consistency:** Maintains standards,  behaviours and fair decision making at work, correlating actions to opinions. | x |  |
| **Adaptability:** Ability to remain flexible and resilient when encountering new or different circumstances and identifying solutions. | x |  |
| **Innovative:** Uses initiative, contributes to, and implements new progressive processes or  projects that will improve service delivery. | x |  |
| **Approachability:** Maintains visibility by  regularly talking and interacting with colleagues | x |  |
| **Supportive:** Builds a supportive work environment by being available, actively listening and providing constructive advice or suggestions. | x |  |
| **Competencies** | | |
| **Communication (written/oral):** Able to communicate (sometimes contentious matters) clearly, appropriately and respectfully at all levels. | x |  |
| **Critical thinking:** Able to consider different perspectives, and Council needs and procedures in balance when making decisions and solving problems. | x |  |
| **Customer focus:** Able to gain insight into  customer needs to build and deliver solutions that meet expectations and maintain effective relationships. | x |  |
| **Initiative:** Is resourceful and able to work and make decisions with limited supervision. | x |  |
| **Organisation skills:** Understands work of the  wider team and feeds into supporting this alongside own work, making the best use of available resources. | x |  |
| **Problem solving:** Able to identify internal/  external issues, consider solutions and implement to support objectives. | x |  |
| **Working with stakeholders:** Displays Arun’s values and behaviours when interactingwith internal and external stakeholders, developing a  network of contacts. | x |  |
| **Influence:** Understands internal and  external politics and is able to wield influence effectively, tailoring actions to achieve the impact needed. | x |  |
| **Other** | | |
|  | Yes | No |
| Does this role require a **Basic** DBS (Disclosure and Barring Service) check? | x |  |
| Will the post holder be required to take card payments via MOTO. (If yes – needs basic DBS). |  | x |
| Is this a Politically restricted post? |  | x |
| Does this role require any out of hours/ weekend/ evening/ rota work? |  | x |
| Does this role require a driver’s license and access to a vehicle? |  | x |
| Does this role attract an essential car user allowance? |  | x |
| Does this role attract a market supplement? |  | x |
| Does this role require a uniform? |  | x |