

Lancaster City Council - Job Description & Person Specification

Job Title:	Housing Systems Manager	Grade:	GG510	Job Code:	LCC411
Service/Team:	Housing and Property	Role Type: *Delete as appropriate	HYBRID	Reports to: *Title & LCC Code	Customer Experience Manager
Line Manages: *Title/s & LCC Code	Systems Administrators x 2; Systems Support Officer x1				

Job Overview
To manage and improve core housing systems ensuring that our systems align with business objectives; to ensure an efficient and responsive service delivery. To work with our ICT team to ensure that business systems are up to date with the latest versions and releases in line with cyber security and compliance requirements. This role will take the lead on overseeing the systems that are used by the Council Housing Service. Currently these being Ohms (Northgate) for housing management, TOTAL for repairs and NECDM for document storage. Our new System once live will be Housing One and this role will need to be able to manage business as usual across the team whilst managing project work related to migrating to a new system. This role is responsible for the effective line management of the systems team; through leading and motivating to ensure high performance and a positive work environment.
Direct Responsibilities
• Provide strong leadership and effective supervision to the system administration team, ensuring the delivery of efficient and high-quality system support across the housing service, while successfully balancing business-as-usual operations with project commitments. • To work closely with service managers across teams and services to deliver systems in line with business objectives and ensure a planned programme of system development. • Lead on engagement of, and liaison with, relevant Council services in relation to system projects, to ensure interdependent tasks for which they are responsible are undertaken and resolve matters that arise. • Manage the procurement process in liaison with other council services, including finance, procurement, and legal, to obtain the most suitable systems provider in accordance with the system specifications and business needs. • Build and maintain a productive and partnering relationship with suppliers, acting as the broker between them and the council to ensure all issues are identified and resolved at the earliest opportunity, or escalated as appropriate to achieve the highest rate of success for the system change.

Lancaster City Council - Job Description & Person Specification

- Lead on councillor, tenant, and leaseholder consultations in relation to system development and project work.
- Work collaboratively across the service and with others to actively support the service to develop effective approaches to improving housing, health (including wellbeing), education and / or work opportunities for Lancaster District residents, reducing inequalities and improving residents' lives.
- To have an active role in ensuring residents have opportunities to be connected with their local community, helping to facilitate this where required.

Primary Measurable Objectives

- To plan and develop system administration processes which deliver effective:
 - System security
 - System Development
 - ICT liaison
 - Working with customers (internal and external)
- Work closely with Housing colleagues to ensure system delivery and development supports and contributes to the wider policy and procedural aims of the service
- Provide control to ensure the smooth implementation of major ICT systems across housing related services, producing, managing and monitoring project plans in conjunction with suppliers and relevant managers.
- Lead ongoing review and feedback of system implementation process, also sharing information with other colleagues responsible for major ICT implementation within the council - with post-implementation review being a key component.
- Be a key member of the housing ICT Programme Board.
- Identify problems and problem solve, managing and mitigating risks within a risk log, taking decision on and recommending corrective action to the ICT Programme Board as appropriate, and advising of potential mitigations.
- Lead negotiations with current system providers to ensure contractual obligations are met and the contract is ended on time, within budget, and with a seamless switchover.
- Ensure supplier, and the Council as client, fulfil contractual obligations; maintaining comprehensive contract and project documentation, and using suitable verification techniques to manage changes in project scope, schedule and/or costs.
- Ensure the specification of any new systems meet business process requirements and accords with "Digital First" for maximising customer-facing system effectiveness and back office efficiencies.
- Manage the implementation of new ICT systems in liaison with Council's ICT service, including data cleansing and data migration from any legacy system to ensure system readiness and integration with other Council or housing systems.

Lancaster City Council - Job Description & Person Specification

Staff Management Responsibilities
• To be responsible for the full line management of systems administration staff including undertaking induction, training and development. • To be responsible for communication coordination and planning of the work within the team to ensure effective day to day management. • To undertake employee development and performance appraisal interviews. Lead and manage the project implementation teams, directing their work, and assessing need and providing functional training for staff on the use of housing systems.

Lancaster City Council - Job Description & Person Specification

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training		Project Management Certification (eg Prince 2, PMP, Agile) or relevant experience. Ability to use SQL and build / maintain Power Bi reports.	App Form, Interview, Certificate
Experience	Proven ability to lead and deliver an IT implementation project, working independently, decisively and collaboratively in a complex and fast-moving environment Multi supplier management Experience of system support and configuration to meet business needs Experience of incorporating fundamental process change and/or cultural change alongside IT projects Experience of working with/training groups or individuals on a 1:1 basis Experience of managing staff to achieve positive outcomes	Experience of supporting housing association or council housing ICT implementation Experience of the management of a major ICT migration project, from a legacy system to a new one - including risk management	App Form, Interview and Presentation
Job Related Skills, Knowledge & Abilities	Knowledge of internal end user requirement, and of	Experience of scoping interfaces including defining data flows, field	App Form, Interview and Presentation

Lancaster City Council - Job Description & Person Specification

	external customer self service requirements. Advanced problem solving and analytical skills Ability to challenge, influence, and win the support of others Ability to develop effective working relationships with a range of both internal and external stakeholders at all levels	mapping and technical specifications. Experience of budget management	
Personal Attributes Including Interpersonal & Communication Skills	Excellent organisational skills with the ability to prioritise workload, self-motivate. Excellent communication, negotiation and relationship management skills, with the ability to hold potentially difficult conversations with suppliers and colleagues, and the ability to influence and persuade at a senior level Ability to develop effective working relationships with a range of both internal and external stakeholders at all levels		App Form, Interview and Presentation

Lancaster City Council - Job Description & Person Specification

	Ability to write clearly, accurately and appropriately to the needs of a diverse audience Leading project team activities and monitoring progress. Ability to manage your own workload and those of your team in a pressurised work environment, meeting deadlines		
Special Requirements/Other	Understanding, implementation and adherence to Lancaster City Council's policies and procedures. Understanding, implementation and adherence to the Council's Values and Behaviours. Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.		App Form, Interview and Presentation

Lancaster City Council - Job Description & Person Specification

Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Lancaster City Council - Job Description & Person Specification

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	