



## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Housing Strategy and Support
<b>Job Title:</b>	Housing Systems Officer
<b>Grade:</b>	5
<b>Post Number:</b>	H361
<b>Base/Location:</b>	Charnwood Borough Council offices
<b>Responsible To:</b>	Housing Systems Team Leader
<b>Responsible For:</b>	N/A
<b>Key Relationships/ Liaison with:</b>	Officers at all levels across the Council and Software Suppliers

### Job Purpose

- To help the Council become a modern high-performing organisation, in particular in relation to the effective use of Housing ICT by assisting the Housing Systems Manager in the management, control, security and future development of the Integrated Housing Management System (IHMS), and to be the systems administrator for the Choice Based Lettings System (CBLS) and Civica (Flare) system.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

<b>1.</b>	Administer the Choice Based Lettings System, providing support to system users, including creating and maintaining user accounts, ensuring service continuity and working with system users and the supplier, Abrisas, to identify and develop service improvements.
<b>2.</b>	As systems administrator, maintain and develop the Civica (Flare) computer system.
<b>3.</b>	Be responsible for initial helpdesk support for all modules and to all users of IHMS and CBLS and assume the “change request authoriser” role in our relationship with Abrisas.
<b>4.</b>	Provide key system functions to users of IHMS and CBLS including user logons and passwords, individual access rights, and tailoring of menus.
<b>5.</b>	Contribute to reducing or eliminating business risks related to key functions within IHMS and CBLS and any associated interfaces.

6.	As part of the HMS team ensure the effective operation and supply of software to secure the business continuity of the Service.
7.	Contribute to ensuring system security and integrity, and the effective management, protection and confidentiality of personal, financial and commercially sensitive data held on behalf of customers, contractors and the Council.
8.	Be responsible for logging and progressing fault reports with the relevant software suppliers.
9.	Contribute to establishing and testing templates, control parameters and system setup files to ensure the correct functioning of the IHMS and CBLS and the accurate modelling of current policies, procedures and statutory requirements.
10.	Be responsible for providing and maintaining documentation in relation to all user guides and procedure notes for the CBLS.
11.	Contribute to providing and maintaining documentation in relation to all system parameters and codes, user guides and procedure notes for IHMS.
12.	Provide training to new and existing users in initial system appreciation, new modules, upgrades, interfaces or any third party software used in conjunction with IHMS and CBLS.
13.	Contribute to the development and implementation of a testing plan for any new implementations, modules, upgrades, interfaces or any third party software used in conjunction with IHMS and CBLS.
14.	Contribute to providing management reports and statistical returns through the use of a variety of advanced reporting tools and Executive Information Systems, to enable the monitoring of Key Performance Indicators and statutory returns for the Service.
15.	Liaise with the software suppliers, the Information and Communications Service (ICS) and other service units or third parties as necessary to ensure the effective operation of the IHMS and CBLS.
16.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
17.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by:** Housing Strategy and Support Manager

**Date:** 7 May 2019



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	Essential	Desirable
<b><u>Qualifications</u></b>		
Educated to degree level or with a relevant IT qualification.		✓
Hold or working towards a higher national qualification or degree in a relevant IT discipline.	✓	
Civica (Flare) Systems Administrator Qualification		✓
<b>Or</b>		
Demonstrable experience identified within the section below.	✓	
<b><u>Experience</u></b>		
Using and manipulating relational databases.	✓	
End-user software applications.	✓	
Well-experienced in using MS Office applications.	✓	
Aptitude to identify and resolve operational issues.	✓	
Training end-users.		✓
Documenting systems (eg producing procedure and user guides).		✓
Working knowledge of parameter driven software/database applications.		✓
Working within a social housing environment.		✓
<b><u>Skills / Knowledge</u></b>		
Able to identify and specify end-user requirements.	✓	

	Essential	Desirable
Aptitude for analytical work and project based tasks.	✓	
Knowledge of advanced reporting tools and Executive Information Systems	✓	
Preparation of management reports using SQL and MS Reporting Services.		✓
Housing management or similar system applications.		✓
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<b><u>Interpersonal Skills</u></b>		
Good written and oral skills	✓	
Good interpersonal skills.	✓	
Work effectively with end users at all levels.		✓
Patient and methodical approach to user training and support.		✓
<b><u>Other requirements</u></b>		
<b>Disposition and Attitude</b>		
Customer focused.	✓	
Show initiative and create ideas.		✓
<b>Personal Circumstances</b>		
Flexibility in working times.	✓	
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

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**Date:** 07 May 2019