Job description

Job title :   **Housing Systems Officer**

Grade :   **Band 8**

Directorate: **Housing and Communities**

Reports to: **Housing Asset Manager**

Purpose of the job

To support the Housing Asset and Tenancy Services Teams in the development, maintenance and delivery of key systems and improvement projects.

To ensure that the systems supporting the housing and asset services are operating effectively and updated in a professional and planned manner to meet user and service requirements.

Main areas of responsibility

1. To be responsible for the day to day maintenance and management of the systems (predominantly NEC Housing), to include security administration, business configuration, dataloads and maintenance of all modules and maintenance of operational documents.
2. Creation, maintenance and automation of bespoke housing reports via Business Objects, including as hoc reports as requested.
3. To continually improve the systems by reviewing, planning, testing and implementing new releases / updates.
4. To manage and upload new data to the systems when required.
5. To manage and facilitate projects within the service as requested including the development of IT systems.
6. To identify and deliver training and support to end users as required.
7. Identify problems which require attention and recommend solutions.
8. Pro-actively seek opportunities to improve our systems and be integral to process reviews.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Date reviewed : November 2022	Reviewing Manager: Housing Asset Manager

Person specification

Housing Systems Officer

Experience, knowledge and skills

Understanding and knowledge of social housing

Practical experience of maintaining and supporting ICT systems particularly relating to Housing Management systems. Knowledge of NEC is beneficial but not essential.

Knowledge and experience of managing SQL databases and ability to interrogate and manipulate SQL scripts and databases

Good working knowledge of Office365, in particular MS Excel pivot tables and vlookups.

Experience of data cleansing, manipulation and data migration.

Ability to work on own initiative and manage own time and workload to meet agreed deadlines

Excellent communication skills both verbal and written

Ability to continually review and develop systems

Ability to convey recommendations, ideas and concepts to managers and customers

Excellent interpersonal skills with the ability to deal with people at all levels of the business

Understanding of and commitment to Health and Safety legislation and guidance

Confident working as part of a larger multi-disciplinary team

Flexible attitude and able to work under pressure.

Qualifications

Educated in a relevant ICT discipline or with relevant database / systems maintenance experience

GCSE A-C level in Maths & English or equivalent