# Career Graded – Housing Systems Officer

Melton is an ambitious local authority that is committed to the development of its employees.

The vacancy provides an opportunity to join an enthusiastic and driven Housing Assets team who are seeking the best officers to help create a dynamic and proactive service designed to support the Council achieve its vision for the borough of Melton.

The housing assets team is committed to finding solutions and working with colleagues to create a working environment which enables individuals to grow, develop their careers and achieve objectives.

The career grade can be viewed as a series of jobs with different levels of job requirements and responsibilities, requiring different knowledge and skill levels leading to different grades. These will form the basis of criteria for progression to higher levels of the career grade.

Melton Borough Council will support you in the career grade by:

- Providing a programme of training within the workplace to support the achievement of qualifications and experience in variety of areas;
- Allow time to attend training where appropriate;
- Encourage further development;
- Paying an appropriate wage along with other great benefits;
- Offer you flexible working opportunities to support your work life balance.

| Level | Grade | Spinal point |
|---|---|---|
| Housing Systems Officer | Band 7 to 8 | 13 to 23 |

Progression through the grades will be dependant on satisfactory performance, development, complexity and the availability of work at the appropriate level. Progression through the grades will be at the discretion of the line manager.

Performance will monitored and feedback will be provided on a case by case basis, during 1-2-1's and through the appraisal process and will be measured using the following criteria:

- Quality of work
- Complexity of work
- Attendance
- Motivation
- Development
- Attainment of objectives/goals
- Competencies / Behaviours

This list is not exhaustive and additional criteria may be considered relevant by the line manager.

**Qualification and experience:**

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| Demonstrable experience in an ICT system or database type role. | Band 7 |
| Demonstrable experience in managing and developing a housing system. | Band 8 |

## Competencies / Behaviours

### Band 7: Housing Systems Officer

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| To be responsible for the day to day maintenance and management of the systems (predominantly Northgate), to include security administration, changes to existing data and maintenance of operational documents |
| To assist with improvements to the systems by reviewing, planning, testing and implementing new releases / updates |
| To upload new data to the systems when required |
| To assist with projects within the service as requested including the development of IT systems |
| To deliver training and support to end users as required |
| To produce pre-defined reports from the system as required by the service |

### Band 8: Housing Systems Officer

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| 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. |
| Creation, maintenance and automation of bespoke housing reports via Business Objects, including as hoc reports as requested. |
| To continually improve the systems by reviewing, planning, testing and implementing new releases / updates. |
| To manage and upload new data to the systems when required. |
| To manage and facilitate projects within the service as requested including the development of IT systems. |
| To identify and deliver training and support to end users as required. |
| Identify problems which require attention and recommend solutions. |
| Pro-actively seek opportunities to improve our systems and be integral to process reviews. |