

# LONDON BOROUGH OF LEWISHAM

## JOB DESCRIPTION

<b>Designation:</b>	Housing Systems Co-ordinator	Grade:	PO2
Reports to (Designation):	Improvement and Service Change Manager	Grade:	PO7
Directorate:	Housing, Regeneration and Public Realm	Division:	Housing Services

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### Main Purpose of the job:

To maintain and develop the integrated housing management system (recently changed to Locata), which manages the homelessness, lettings and allocations service for the council.

To carry out technical administration for the integrated housing management system, to ensure business processes are efficient and effective.

To be responsible for the integrity of the data within the integrated housing management system to support business delivery, with a focus on data quality and accuracy.

To ensure that the integrated housing management system is properly utilised by the operational service users, and fully functional.

To maintain security, confidentiality and integrity of the Housing ICT system.

To investigate, define and implement small-scale changes to the system to support business priorities

To manage the contract and relationship with the supplier in conjunction with the Housing Needs and Refugee Services Group Manager

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### Summary of Responsibilities and Personal Duties:

1. Lead on all communication in respect of the day to day operations of the integrated housing management system, with staff and external users.
2. Lead contact with the Supplier, raise incidents, ensure requests for assistance are handled promptly and manage any development requests in accordance with agreed procedures.
3. Adapt system processes to align with service changes, collaborate with the Housing Management team and facilitate user groups across the department to ensure the system effectively meets service requirements
4. Establish data validation systems and support managers to co-ordinate and implement improvement plans where necessary
5. Work closely with the Data and Performance Analyst to ensure all data within the integrated housing system is accurate enabling effective reporting and analysis.

6. Undertake all aspects of data management and storage, including the administration of access to information requests and management of historical data
7. Investigate security breaches according to Council procedures and legislation and standards.
8. Produce and monitor reports to ensure that data integrity across the system is consistent, accurate and compliant with GDPR regulations.
9. Be responsible for regularly assessing and evaluating all IT controls (including but not limited to change management procedures, incident management policies and backup/recovery procedures), advising senior managers how to improve the effectiveness of their control systems
10. Lead in the development of efficient and streamlined working practices that align to the technical configuration and capacity of the system.
11. Develop and deliver packages of training to bring all staff up to the required level of competence, including a suite of training guides on line so staff can refresh skills independently
12. Manage the implementation of new software versions, including the conversion of data from external systems, systems access requirements and training for staff
13. Resolve all major operational issues affecting the integrated housing IT system in partnership with third parties minimising impact on service delivery wherever possible.
14. Develop and maintain performance reports utilising the integrated housing system in addition to database reporting tools (e.g. Power BI, Microsoft Access, SQL server and BI Query) and ensure these are updated as business or legislative requirements change
15. Responsible for the statistical and technical analysis of performance and management information as required by the service to support operational and strategic decision-making
16. Maintain an awareness of all policy, strategy and legislative changes affecting housing services and recommend and deliver appropriate system updates.
17. Lead improvement projects (particularly those related to systems development and data quality), ensuring that a robust project management approach is utilised in order to deliver change within time, cost and quality constraints and minimise the impact on service delivery
18. Ensure that a robust project management approach is utilised for all ICT implementation activity in order to deliver change within time, cost and quality constraints, minimise the impact on service delivery and adhere to local, professional and/or corporate standards and systems conventions
19. Research and identify new technologies and systems (particularly those which increase opportunities for online access and customer self-serve), assessing their benefit to the service and reporting to senior management on their potential business application

Be responsible for a programme of continuous review of technology and related business processes to ensure that the current set-up continues to meet the needs of the service and its customers, including undertaking monthly or quarterly audits of the integrated IT system.

20. Lead and/or form part of multi-disciplinary project teams across housing and other relevant teams across Lewisham Council to innovate, re-design processes and configure system changes.
21. Develop good working relationships and communicate effectively with internal and external organisations, partners and stakeholders.
22. Provide expert advice, information, support and coaching to other colleagues within the Housing division on any procedures supported by the integrated housing system and/or other Housing IT systems.
23. Represent the service as required at corporate meetings and with cross-departmental teams in relation to system issues leading follow-up action as required
24. Attend relevant supplier user groups to keep up to date with latest product developments and work with other users to ensure ongoing development of products in line with organisational requirements, legislative change and best practice
25. Maintain close and effective relationships with a range of contacts, including service managers, Departmental Management Teams, performance leads across the Council, partner organisations (e.g. Registered Social Landlords), government departments and benchmarking groups
26. Be responsible for ensuring that highly sensitive information is dealt with appropriately and the services is delivered in accordance with the principles of GDPR.
27. Prepare reports and attend/advise as required at meetings of Council committees
28. Any other duties as requested by the management team

Internal Contacts: These include Managers and staff across the Housing Division, Information, Management & Technology (IMT) service, corporate and service-based performance teams

External Contacts: This will include Partner organisations (e.g. RSLs), government departments and benchmarking groups

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title: N/A	Grade	No of posts
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Number of partially managed staff:

Title: N/A	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE:** Housing Systems Manager

**POST NO:**

**DEPARTMENT:** Housing Services

**GRADE:** PO2

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community S

Understanding of how equality and diversity relates to this post S

### **Knowledge**

Substantial knowledge of management information systems (including report production and data extraction) S

Good knowledge of the requirements relating to handling sensitive data and information, particularly in relation to GDPR requirements

Good knowledge of the principles, tools and methodologies of successful project management (e.g. Prince2 or MSP) S

Up to date and detailed knowledge regarding the key issues facing local government, particularly in relation to business process improvement and service transformation, customer focus, efficiency and value for money S

Comprehensive understanding of current policy issues, the role and function of local government and of the political context and environment S

## **Aptitude**

- Ability to develop and maintain effective working relationships at all levels, both with the team and across and outside the organization S
- Ability to act as a lead advisor for the integrated housing project delivery and provide coaching and guidance to team members S
- Ability to move outside current thinking and approaches to generate new ideas and solutions S

## **Skills**

**(Skills can only be used as shortlisting criteria if the skill is to be tested)**  
**(To Be Tested – S)**

- Excellent ICT skills (including MS Excel, Access and word processing applications) with an ability to use database report writing tools e.g. BI Query, Business Objects S
- Highly numerate and analytical, with an aptitude for interrogating data, both qualitative and quantitative drawing conclusions and making recommendations on the results
- Excellent communication, reporting, presentation and interpersonal skills, with the ability to calibrate a broad range of information and data for a range of different audiences
- High level problem solving and organisational skills, with the capacity to think quickly, analytically, logically and proactively
- Highly developed project development and management skills with an attention to detail as well as an ability to see and understand wider strategic issues.

## **Experience**

- Experience of managing Housing system projects in complex and challenging environments S
- Experience of maintaining and developing IT business processes. S
- Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge. S

Demonstrable experience of building effective relationships to ensure that improvements/recommendations are implemented effectively S

Extensive experience in working within a pressurised environment, prioritising and organising conflicting workloads S

### General Education

Very high standards of literacy and numeracy

### Personal Qualities

Experience of working with minimal supervision, planning and organising a varied workload within a changing environment to meet tight deadlines on a day-to-day basis

Ability to work on own initiative and take a collaborative approach to problem solving

Able to maintain discretion with dealing with confidential information

### Circumstances

Able to attend meetings in the evenings; to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines

**DBS Disclosure Required?**    **No**        **Basic**        **Enhanced**   

(Tick as appropriate – guidance available from your HR Advisor)

### Physical

Generally candidates must meet the standard Lewisham requirements for the post