

Designation:	Senior Systems Officer
Grade:	Stroud Grade 5
Hours:	37 (20 month fixed term contract)
Location:	Ebley Mill, Stroud
Job Purpose:	To joint project lead on the procurement, functional design, and implementation of a new housing management system. To be responsible for the day to day maintenance and management of key systems across the service.
Responsible to:	Income & Systems Manager
Responsible for:	No supervisory responsibility

KEY DUTIES

- To joint project lead on the implementation, functional design, and delivery of a new housing management system
- To ensure effective integration into other key operating systems used across the service and Council
- To be responsible for the ongoing maintenance and management of key systems, including identifying and resolving any issues
- To ensure key systems are operating effectively and updated in a timely manner to meet user and service requirements
- To include security administration, maintenance of operational documents, account management and representation on user groups and panels
- To identify and deliver training and support to users, as required, ensuring that they use key systems correctly and effectively, maintaining data quality
- To produce bespoke reports from key systems, as required by the service
- To assist with the proper programming, allocation and monitoring of Service Unit budgets, authorising orders and payments for supplies and services in designated area of responsibility
- To support the Senior Business Improvements & Systems Officer with their duties as and when needed.

Work subject to deadlines involving changing problems, circumstances, or demand, as well as the business needs of the service, as directed by the Income & Systems Manager.

SKILLS AND KNOWLEDGE

- Proven track record of project management with minimal supervision
- Experience of developing, operating and managing housing management, or similar, systems and producing detailed reports including SQL and BOXI
- Experience with database programs and document management systems
- Ability to communicate effectively, both verbally and in writing
- Task and quality management experience
- Ability to simplify complex subject matter to ensure buy-in from staff across the service and internal/external partners.
- Strong presentation skills
- Ability to identify, assess and control risk
- Budget management
- Ability to think critically in order to analyse and evaluate arising issues
- Ability to keep up to date with constantly evolving technology

COMPLEXITY AND CREATIVITY

- Ability to understand the complexity related to systems in operation within the service and to recognise the importance they have to service needs
- Able to support colleagues ensuring the system will most effectively meet business need including workflows, processes, and procedures
- Creativity and innovation are important for the role and needs to be exercised whilst:
 - Identifying and responding to problems arising
 - Identifying work areas where the system will improve effectiveness and efficiency and meet future need.

JUDGEMENT AND DECISIONS

- Managing and prioritising project which at times will be busy and with high expectations across the service.
- Work is carried out where there is a wide range of choices and where advice is not normally available and / or decisions where policy, procedures, and working standards provide only general guidelines

CONTACTS

- Members and senior officers of the Council
- Suppliers and contractors
- Members of the public
- Members and staff of other local authorities /partner agencies

RESOURCES

Little or no responsibility for physical or financial resources.

TRAVEL DESIGNATION

HMRC Millage rates apply

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.