

Designation:	Senior Systems Officer
Grade:	Stroud Grade 5
Responsible to:	Income & Systems Manager
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Minimum of 5 GCSE (or equivalent) passes to include English and Maths
- Project management qualification

EXPERIENCE

- 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

SKILLS & KNOWLEDGE

- 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

PERSONAL ATTRIBUTES

- Ability to work on own initiative as well as a proactive team member
- Excellent interpersonal skills and a confident communicator with the ability to deal with people at all levels
- Confident and flexible approach with ability to deal with change including innovative solution seeking
- Ability to negotiate and resolve conflict
- A sense of humour and patience

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

QUALIFICATIONS

ICT qualification

EXPERIENCE

- Experience delivering training in the use of systems

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Focus

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment, understanding, and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.