

<b>Designation:</b>	<b>Senior Business Improvement &amp; Systems Officer</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Hours:</b>	<b>37</b> <b>(2-year fixed term contract)</b>
<b>Location:</b>	<b>Ebley Mill (hybrid working)</b>
<b>Job Purpose:</b>	<b>To joint project lead on the implementation of a new housing management system</b> <b>To support the Principal Business Improvement &amp; Systems Officer in their role, including team supervision</b>
<b>Responsible to:</b>	<b>Principal Business Improvement &amp; Systems Officer</b>
<b>Responsible for:</b>	<b>System Administrator</b>

## KEY DUTIES

- To joint project lead on the implementation and delivery of a new housing management system
- Prepare, deliver, update and monitor all project plans, documentation and deliverables
- Work with and support managers to analyse and review existing processes and procedures, making recommendations for service and system improvements.
- Design, implement and maintain business process maps
- Ensure effective integration into other key operating systems used across the service and Council
- Ensure key systems are operating effectively to meet user and service requirements
- Identify and deliver training and support to end users, as required, ensuring that they use key systems correctly and effectively, maintaining data quality
- Liaise with managers to design, automate and produce reports to support service delivery
- Actively lead and champion system implementation and business improvements, engaging with stakeholders and all affected staff throughout the project lifecycle

- Actively participate in Project Team and Project Board meetings
- Produce project status reports and presentations as required
- Identify new opportunities for improvement and follow through from conception to completion
- Support the Principal Business Improvement & Systems Officer with their duties, including supervision of team to include carrying out 121s, managing absence and timekeeping.

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

## SKILLS AND KNOWLEDGE

- Project management qualification or equivalent experience
- Experience of developing, operating and managing housing management systems, or similar, and producing detailed reports
- Experience with database programs and document management systems
- Ability to communicate effectively, both verbally and in writing
- Ability to simplify complex subject matters 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 experience
- Ability to think critically in order to analyse and evaluate arising issues
- Ability to keep up to date with constantly evolving technology
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams, in their designated area of responsibility, developing business improvements and systems to promote joint working
- Experience of managing staff

## 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
- Ability to guide staff where appropriate in understanding the above and to develop creative and innovative management solutions to issues faced
- 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

- This is a key post in supporting the service's business development, so exercising excellent judgement skills are required at all times, whilst working within policy, procedures, and working standards
- Managing and prioritising projects, 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 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.

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*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.*