

<b>Designation:</b>	<b>Senior Business Improvement &amp; Systems Officer</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Responsible to:</b>	<b>Principal Business Improvement &amp; Systems Officer</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Good general standard of education with a minimum of 5 GCSE (or equivalent) passes to include Maths and English, or proven experience in a similar role
- ICS (Communications as minimum) or equivalent
- Project management qualification or equivalent experience

### EXPERIENCE

- Proven track record of project management with minimal supervision
- Experience of working in social housing or similar field and understanding of how the service works
- Experience of developing, operating and managing housing management systems, or similar
- Experience of producing detailed reports using Business Objects or similar
- Experience with database programs and document management systems
- Experience of managing staff

### SKILLS & KNOWLEDGE

- Excellent communication skills both written and verbal
- Ability to simplify complex subject matter to ensure buy-in from staff across the service and internal/external partners.
- Ability to work with and train staff in the use and performance of the housing management system and other systems associated with the business
- Strong presentation skills
- Ability to identify, assess and control risk
- Ability to manage own time and workload effectively and against specified timeframes
- Ability to use own initiative and work with minimal supervision
- Excellent interpersonal skills and ability to deal with people at all levels
- Strong understanding of processes, systems and business implications
- Excellent organisational skills
- Ability to keep up to date with constantly evolving technology

### PERSONAL ATTRIBUTES

- Ability to work effectively under pressure and, at times, in challenging circumstances
- Ability to work on own initiative as well as a proactive team member

- Excellent interpersonal skills and a confident communicator with the ability to build good working relationships across services
- Confident and flexible approach with ability to deal with change including innovative solution seeking
- Ability to negotiate and resolve conflict
- Is approachable, respectful, positive and professional
- Possess a can-do attitude
- Is organised, accurate and well prepared
- Committed to providing excellent customer service
- Be flexible and willing to adapt to new working practices

## OTHER

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

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Change Management
- Business Analysis

### 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.**