



Role Profile

Job Title: Housing Business Change Officer	Role Profile Number: ENN28
Grade: N	Date Prepared: 30/08/2019
Directorate/Group: Housing	Reporting to: Housing Business Development Manager
Structure Chart attached:	No

Job Purpose

The Housing Business Change Officer will be primarily benefits focused and is responsible for maximising benefits from existing and future IT applications.

This post will represent the 'business side' to bridge between the corporate IT and project teams and the housing operational teams.

The post holder will define the programme or project outputs and with the service teams continuously assess progress towards realisation to achieve the measured improvements in business operations.

This will include redesigning approaches and ensuring best practice and innovative approaches are considered when re-designing services

To ensure the Council offers end to end digital services for our customers which rely on as little human involvement as possible

Ensure that the milestones agreed for each project are met and that benefits are realised within a timely fashion.

Key Accountabilities

- Working with the Housing Business Development Manager to identify IT development that will contribute to realising benefits and improve performance
- Ensure the interests of the housing teams and customers are met within all of the IT projects
- Deliver improvements and efficiencies by practical implementation of new IT packages and enhancements.
- Optimise the timing of any new IT upgrades into business areas.
- Prepare housing teams for new ways of working regarding IT ensuring business as usual is maintained and changes are effectively integrated in to the business.

- Working closely with the Council's IT team to ensure that the system functions are utilised as fully as possible, in a timely manner and that staff are aware and trained to use new and existing functions.
- Ensure that continued accrual of benefits can be achieved and measured after the initial project has been completed
- Be aware of best practice in Housing and advise/inform colleagues. Network effectively with other social providers to share good practice. Analyse, monitor and highlight areas that need improvement.
- Assist in the development of strategies and plans that promote housing best practice.
- Assist with training and keep teams informed of key changes to Housing systems and processes.

Supplementary Accountabilities

- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- Undertaking any other duties that can be accommodated within the grading level of the post.
- Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

The individual appointed as BCO should:

have effective marketing and communication skills to sell the programme vision to staff at all levels of the organisation

have some knowledge of relevant management and business change techniques such as business process modeling and re-engineering

Experience

- Experience of working in a social housing environment and comprehensive knowledge of how the business functions
- Knowledge of Housing IT systems
- Excellent interpersonal skills and the ability to interact with persons from a wide range of backgrounds.
- Experience of successfully managing change at a team or organizational level.

- Clear understanding of change management systems thinking and the ability to champion and apply this within Housing.
- Experience of working collaboratively with a range of stakeholders integral to the success of a project(s) including, but not limited to, internal departments, external partners, agencies.
- Excellent verbal and written communication skills, with excellent attention to detail.
- Excellent numeracy and analytical skills
- Ability to travel throughout the Borough.

Preferred:

- CIH Level 4 Certificate in Housing Practice or equivalent housing qualification

Qualifications

- A Levels

Decision Making

- Organising time and ensuring prioritisation of workload to ensure success of many projects running simultaneously
- Deciding, in conjunction with managers, what areas to focus business priorities on.

Creativity and Innovation

- Ensure reports are produced and results analysed
- Ensure performance of team continually improves
- Ensuring key messages and updates are provided to staff.
- Assist staff with training
- Devise strategies and work on projects
- Research best practice

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Various projects • Oversee roll out to teams • Strategic development • Housing Business Development apprentice <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

- Officers
- General public
- Members
- Partner Organisations

Other Key Features of the role

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	