



SWINDON
BOROUGH COUNCIL

Role profile

Job Title: Business Change Officer	Role Profile Number: SBC_11652
Grade: N	Date Prepared: 28/6/22
Directorate/Group: Adult Services - Housing	Reporting to: Head of Housing Business Development
Structure Chart attached:	No

Job Purpose

The post holder will deliver service improvements as set out in the Housing Business Plan, these will include reviewing and implementation of processes and policies, as well as maximising benefits from existing and future IT applications.

This post will be the link officer between the housing IT team and the housing delivery teams to ensure new software is fully utilised and to highlight any challenges with recommendations for change to the technical IT team.

The post will include redesigning approaches and ensuring best practice and innovative approaches are considered when re-designing services, including statutory requirements.

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

This role is career graded and linked to the Level 4 Housing Apprenticeship framework. The entry point will depend on qualifications and experience and there is an expectation that the job holder will reach the standard required for grade N by the end of 2 years in the post which includes completing the Level 4 Apprenticeship in Housing, including the CIH Certificate in Housing Practice.

Key Accountabilities

- Lead on and deliver projects that have been identified within the Housing Business Plan, these may include IT specific projects, policy development and implementing business processes.
- Ensure the interests of the Council, the housing teams and customers are met within all of the projects
- Lead on maximizing opportunities to ensure that the processes and business systems are utilised as fully as possible, in a timely manner and that staff are competent to use new and existing functions.
- Be aware of current and new regulatory and statutory requirements to ensure risks to the business are minimised.
- Lead on training to keep teams informed of key changes to Housing systems and processes.

- 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.
- Ensure that continued accrual of benefits can be achieved and measured after the initial project has been completed
- Assist in the development of strategies and plans, including business planning.

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:

- Hold effective communication skills to sell the programme vision to staff at all levels of the organisation
- knowledge of relevant management and business change techniques such as business process modelling and re-engineering as well as a level 4 Housing Apprenticeship or equivalent qualification.
- Comprehensive working knowledge of all of the business activities within a social housing environment
- Extensive knowledge of Housing IT systems
- Excellent interpersonal skills and the ability to interact with persons from a wide range of backgrounds, including at Director and Board level.
- Excellent verbal and written communication skills, with excellent attention to detail
- Excellent numeracy and analytical skills
- Experience of leading on projects and delivering business improvements
- 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
- Ability to travel throughout the Borough

Qualifications

Level 4 Apprenticeship in Housing or CIH Level 4 Certificate in Housing Practice

Decision Making

- Organising time of self and others and ensuring prioritisation of workloads to ensure success of many projects running simultaneously
- Deciding on priorities of business in conjunction with Director and Heads of Service.

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> <ul style="list-style-type: none">• As the project manager tasks will be delegated to others in the project teams	<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
- Government departments

Other Key Features of the role

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