



## Role profile

<b>Job Title:</b> Housing Business Change Officer	<b>Role Profile Number:</b> SBC_11651
<b>Grade:</b> M	<b>Date Prepared:</b> 28/6/22
<b>Directorate/Group:</b> Adult Services - Housing	<b>Reporting to:</b> Head of Housing Business Development
<b>Structure Chart attached:</b>	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 projects that have been identified within the Housing Business Plan, these may include IT specific projects, policy development and implementing processes.
- Ensure the interests of the housing teams and customers are met within all of the projects
- Deliver improvements and efficiencies by practical implementation of new IT packages and enhancements.

- Working closely with the Council's IT team and teams across Housing 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.
- Optimise the timing of any new IT upgrades into business areas.
- Be aware of best practice in Housing and advise/inform colleagues. Network effectively with other social providers and industry experts to share good practice. Analyse, monitor and highlight areas that need improvement.
- 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:*

- Experience of working in a social housing environment
- Good knowledge of Housing IT systems
- Excellent interpersonal skills and the ability to interact with persons from a wide range of backgrounds, including Heads of Service.
- 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 researching best practice and introducing this into the business
- 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.
- Ability to travel throughout the Borough

## Qualifications

Level 3 Apprenticeship in Housing or CIH Level 3 Certificate in Housing Practice

## 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

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

## Contacts and Relationships

- Officers
- General public
- Members
- Partner Organisations
- Government departments

## Other Key Features of the role

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	