



Role profile

Job Title: Housing Business Change Officer I	Role Profile Number: SBC_11650
Grade: Level 7	Date Prepared: 28/6/22
Directorate/Group: Housing	Reporting to: Head of Housing Business Development
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.

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 next grade 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

Entry Level

- Working with the Head of Housing Business Development on business improvements, including IT software that will contribute to realising benefits and improve performance

- Working with the Head of Housing Business Development to identify gaps in current policies and practice across housing.
- Working with the Head of Housing Business Development to map new practices and the implementation of these.
- 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.
- 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.

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:

At entry level the individual appointed as BCO should:

Experience

- Experience of working in a social housing environment
- Knowledge of Housing IT systems
- Excellent interpersonal skills and the ability to interact with persons from a wide range of backgrounds, including managers and team leaders.
- Excellent verbal and written communication skills, with excellent attention to detail
- Excellent numeracy and analytical skills
- Experience of working on projects, including developing and keeping up to date project plans
- 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

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

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:	