

Decision under Delegated Powers

Officers Requesting Decision

Housing Strategy and Support Manager

Officer Making the Decision

Head of Housing

Recommendations

1. That the post of HMS Module Implementation Manager M034 in the Housing Strategy and Support Team is re-titled Housing Systems Officer
2. That the person specification and job description for post number H361 Housing Systems Officer is applied to post no. M034 and that it be re-graded from PO1 (scp 35-38) to scale 6 (SCP 26-28).
3. That line management responsibility for post no. M034 is transferred from Housing Strategy and Support Manager (post number M061) to Housing Systems Manager (post number H352)
4. That the recommendations take effect from 1st March 2013

Reasons

1. To reflect the changed role proposed for the post and reflected in the proposed person specification and job description for the revised post
2. To reflect the changed role proposed for the post and reflected in the proposed person specification and job description for the revised post
3. To create a more coherent and resilient Housing Systems Team and be consistent with the reporting arrangement for the existing Housing Systems Officer post
4. To allow recruitment to the amended post when the position becomes vacant

Authority for Decision

The scheme of delegation sets out the following:

Delegation to the Chief Executive, Strategic Directors and Heads of Service

Following consultation with the Council's Human Resources team and subject to the decision complying with the Council's existing policies:

(ix) "to change the grading of posts as a result of job evaluation, following consultation with the recognised trades unions".

Furthermore

The delegated function of the Chief Executive to agree changes to the establishment, within budget and without major service or policy implications, affecting no more than five posts in any single case has been sub-delegated to Heads of Service, subject to such decisions:

- Relating solely to staff within the Head of Service's responsibility
- Being within the existing budget for the service:
- Not resulting in the creation or deletion of posts, or potential redundancy situations;
- Only affecting officers graded at PO4 and below, and
- Only being taken after consultation with the Council's Human Resources service.

Decision and Date

Approved  21-01-13 3.35pm.

Background

In April 2007 the Council began implementing a new housing management system (QL.) This system combined the functionality of two existing systems, Simdell which managed tenancy services based functions such as rent processing and allocations and lettings and ARC Uniclass which managed the repairs and maintenance functions. These two systems had been administered separately with Simdell administered within the housing strategy team and ARC administered from within the DLO.

To support the implementation of the new integrated system a post of Systems Implementation Manager was created and ringfenced for the ICT Administration Manager from the DLO to ensure that the knowledge and experience of managing the repairs system was available to the implementation project alongside the Housing Systems Manager.

The new system went live in May 2008 and the existing arrangement of Housing Systems Manager and Module Implementation Manager reporting directly to at first the Director of Housing and subsequently the Housing Strategy and Support Manager was maintained whilst the system bedded in and additional functionality was developed.

In December 2012 the current postholder of M034 submitted their notice to expire on the 28th February 2013 providing an opportunity to review the current structure and it was felt that the system was now sufficiently embedded to reconfigure the structure on a steady state assumption. As a result it is proposed that the HMS Module Implementation Manager post be re-titled Housing Systems Officer comparable to post H361.

This affords two advantages, firstly it increases resilience in support to two additional systems supported by the housing systems officer, and secondly it creates a more coherent structure providing clarity over responsibilities for the current QL system.

The Housing Systems Manager has been consulted on this proposal and has no concerns with the changes and the additional direct report this will create.

The current Job Description and Person Specification for the housing systems officer have recently been revised and submitted for re-evaluation through the JE process as a result of delegated decision DD48 12/13.

Comments from HR

Name of HR advisor: .Helen Graham

The job description and person specification for the post of Housing Systems Officer H361 was presented to a formal job evaluation panel and evaluated at Scale 6.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

The maximum payable on scale 6 point 28 is £30,400 and the minimum payable at PO1 Point 35 is £37,700. This creates a saving of £7,300. It is proposed that this saving be vired to J009 D1063 to support the proposals to develop an allocations and lettings team.

Risk Management

There is a risk that systems support capacity would be compromised if the proposals are not approved, and this would impact adversely on the council's key corporate indicators and disaster recovery plans.

Key Decision: No

Background Papers: Post H361 Job Description
Post H361 Person Specification

Delegated Decision Number DD48 12/13.

JOB DESCRIPTION

Service Unit:	Housing Strategy and Support
Job Title:	Housing Systems Officer
Post No:	H361
Grade:	scale 6
Accountable to:	Housing Systems Manager
Responsible for:	None

Purpose of Job:

To help the Council become a modern high-performing organisation, in particular in relation to the effective use of Housing ICT by assisting the Housing Systems Manager in the management, control, security and future development of the Integrated Housing Management System (IHMS), and to be the systems administrator for the Choice Based Lettings System (CBLS) and Civica (Flare) system.

Duties and Responsibilities:

1. Administer the Choice Based Lettings System, providing support to system users, including creating and maintaining user accounts, ensuring service continuity and working with system users and Abrisas to identify and develop service improvements
2. As systems administrator maintain and develop the Civica (Flare) computer system
3. Be responsible for initial helpdesk support for all modules and to all users of IHMS and CBLS and assume the "change request authoriser" role in our relationship with Abrisas
4. Provide key system functions to users of IHMS and CBLS including user logons and passwords, individual access rights, and tailoring of menus.
5. Contribute to reducing or eliminating business risks related to key functions within IHMS and CBLS and any associated interfaces.
6. As part of the HMS team ensure the effective operation and supply of software to secure the business continuity of the Service.
7. Contribute to ensuring system security and integrity, and the effective management, protection and confidentiality of personal, financial and commercially sensitive data held on behalf of customers, contractors and the Council.
8. Be responsible for logging and progressing fault reports with the relevant software suppliers.

9. Contribute to establishing and testing templates, control parameters and system setup files to ensure the correct functioning of the IHMS and CBLS and the accurate modelling of current policies, procedures and statutory requirements.
10. Be responsible for providing and maintaining documentation in relation to all user guides and procedure notes for the CBLS.
11. Contribute to providing and maintaining documentation in relation to all system parameters and codes, user guides and procedure notes for IHMS.
12. Provide training to new and existing users in initial system appreciation, new modules, upgrades, interfaces or any third party software used in conjunction with IHMS and CBLS.
13. Contribute to the development and implementation of a testing plan for any new implementations, modules, upgrades, interfaces or any third party software used in conjunction with IHMS and CBLS.
14. Contribute to providing management reports and statistical returns through the use of a variety of advanced reporting tools and Executive Information Systems, to enable the monitoring of Key Performance Indicators and statutory returns for the Service.
15. Liaise with the software suppliers, the Information and Communications Service (ICS) and other service units or third parties as necessary to ensure the effective operation of the IHMS and CBLS.

25th October, 2012.

CHARNWOOD BOROUGH COUNCIL PERSON SPECIFICATION

POST: Housing Systems Officer

SERVICE UNIT: Housing Strategy and Support

GRADE: scale 6

POST NO: H361

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
1. Qualifications	Educated to degree level or with a relevant IT qualification.	Hold or working towards a higher national qualification or degree in a relevant IT discipline. Civica (Flare) Systems Administrator Qualification	Application Form/Certificates
2. Experience	Using and manipulating relational databases. End-user software applications. Well-experienced in using MS Office applications. Aptitude to identify and resolve operational issues.	Training end-users. Documenting systems (eg producing procedure and user guides). Working knowledge of parameter driven software/database applications. Working within a social housing environment.	Application Form/Interview. Application Form/Interview. Application Form/Interview. Application Form/References
3. Specialist Knowledge/ Skills	Able to identify and specify end-user requirements. Aptitude for analytical work and project based tasks. Knowledge of advanced reporting tools and Executive Information Systems	Preparation of management reports using SQL and MS Reporting Services. Housing management or similar system applications.	Application Form Interview. Application Form/ Interview/Selection Test

4. Interpersonal Skills	Good written and oral skills. Good interpersonal skills.	Work effectively with end users at all levels. Patient and methodical approach to user training and support.	Interview. Interview/Selection Test.
5. Disposition/Attitude	Customer focused.	Show initiative and create ideas.	Interview.
6. Personal Circumstances	Flexibility in working times.		Interview.

Date:

12th October 2012

Compiled by: D Flatters

