

Decision under Delegated Powers

Officers Requesting Decision

Housing Strategy and Support Manager and Private Sector Housing Manager

Officer Making the Decision

Head of Housing

Recommendations

1. That the vacant post M025 (Systems and Team Administrator) in the Private Sector Housing Team is re-titled Private Sector Housing Team Administrator
2. That the new person specification and job description for post number M025 Private Sector Housing Team Administrator is approved
3. That post MO25 Private Sector Housing Team Administrator is re-graded from scale 6 (SCP26-28) to scale 5 (scp22-25)
4. That the post of Housing Systems Assistant in the Housing Strategy and Support Team (H361) is re-titled Housing Systems Officer
5. That the new person specification and job description for post number H361 Housing Systems Officer is approved
6. That post H361 Housing Systems Officer is re-graded from scale 3 (scp14-17) to scale 6 (SCP 26-28).
7. That, subject to agreement of senior management being obtained the requirement to progress through open recruitment for post H361 is waived
8. That a virement of £7,100 is made from budget code J009 A0101 to J220 A0101 and a recharge is made to the general fund to cover the salary costs provided by postholder H361 for the General Fund.

Reasons

1. To more accurately reflect the new role and responsibilities proposed
2. To provide a more coherent job role that will be more relevant to the skills and experience of potential applicants
3. To reflect the outcome of the job evaluation process

4. To more accurately reflect the proposed level of responsibility the job will hold
5. To ensure that there is sufficient system support for the Abritas choice based letting system and the Civica (Flare) System
6. To reflect the outcome of the job evaluation process
7. To enable the current post-holder to be slotted in therefore avoiding a potential redundancy situation
8. To provide the salary budget requirements

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

That 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 be assigned 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.

and

2(xi) on p3-24: "Following consultation with the Council's Human Resources team and subject to the decision complying with the Council's existing policies, subject to the Officer Employment Procedure Rules and to any right of appeal which may be applicable, to undertake staff management, disciplinary and capability matters including dismissal within their Directorate or Service Area".

Decision and Date

Approved

David Glauco 4/12/12
15.30 pm.

Background

In November 2011 the Council introduced a choice based lettings scheme for allocating social homes within the borough in partnership with the six other districts within Leicestershire. To facilitate this a new computer system, "Abritas" was introduced alongside our existing HMS system QL.

For the system to work effectively, Abritas requires systems administration and post H361 has been identified as the one most suited to take on the additional responsibilities.

A revised Job Description and Person Specification were submitted for re-evaluation in August of this year to reflect this additional responsibility and the post was evaluated at scale 6.

In August 2012 the post of Systems and Team Administrator became vacant. Despite a full external recruitment exercise it was not possible to fill the vacancy and it was felt that this was because the two aspects of the job (team administration and systems administration for the Flare system) were sufficiently diverse to lead to a situation whereby potential applicants either have the necessary skills and experience to demonstrate suitability to one or the other part of the role.

As a result it was agreed that the systems administration elements of the role would be more suited to a specialist IT Systems post. Consultation with HR has confirmed that to include the responsibilities within the previously revised post H361 would not impact on the re-evaluated grade as the duties were of a similar nature to those already attached to the revised role.

This allows post M025 to be reconfigured as a purely team administration role and it is felt that this should rectify the difficulties that have been experienced with recruitment.

Post H361 has been identified as suitable to subsume the additional responsibilities because revising the target response times for the first line support queries the post currently deals with will create sufficient additional capacity to undertake the additional duties. It is not felt that there are any other posts within the division with a sufficiently aligned person specification and job purpose to take on these additional duties and there is not sufficient capacity or flexibility within the other posts in the housing systems team to absorb them.

Although the Job Evaluation guidance states that, "If a re-evaluation results in an upgrade / downgrade of more than one grade, this suggests a significant change to the job role and the manager must discuss with HR and senior management how to proceed. Consideration should be given to dealing with the job as a new job open to competition rather than slotting in the existing job holder".

It is considered however that there is sufficient justification in this case to effect a re-grade as a significant proportion of the uplift is as a result of the current grade not reflecting the role as it currently stands.

The Housing Systems Assistant post was graded at scale 5 prior to the job evaluation process carried out in 2006. As a result of that exercise the post was down graded to scale 3. However the post was vacant at the time and the procedure did not allow a vacant post to be subject to an appeal although it is felt that the JE panel did not fully understand the technical nature of the post. Furthermore since job evaluation the Council has introduced a more advanced housing management system which has meant that the degree of knowledge and technical ability required of the role has increased substantially. For these reasons it is felt that the scale of the increase is not solely attributable to the additional responsibilities being attached to the post.

This view has been discussed with HR (Helen Graham) who advised that a delegated decision could provide the business case for not subjecting the post to competition.

Comments from HR

HR Adviser: Helen Graham

Summary of Comments from HR: The new Housing Systems Officer post was considered by a formal job evaluation panel which included a Trade Union representative. They evaluated the post at scale 6. Based on the rationale provided above, it was felt that rather than subject the post to competition it would be appropriate to provide a business case to senior management recommending the upgrade of the existing post holder. This approach was discussed with and agreed by the HR Business Partner.

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

Financial Implications

The difference between the postholders existing salary and the maximum payable on scale 6 is £7,100. It is proposed to fund this additional cost to an alternative budget within the HRA with sufficient capacity within its salary budget and a recharge will then be made to the general fund to cover the salary costs provided by postholder H361 for the General Fund.

Risk Management

No specific risks have been identified with this report

Key Decision:

No

Background Papers:

**Post H361 Revised Job Description
Post H361 Revised Person Specification**

**Post M025 Revised Job Description
Post M025 Revised Person Specification**

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 Abritas 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 Abritas
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.

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

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.

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



Charnwood

Division:	Housing, Planning, Regeneration & Regulatory Services
Job Title:	Private Sector Housing Team Administrator
Grade:	Scale 5
Post Number:	M025
Base/Location:	Southfields Council Offices, Loughborough
Responsible To:	Private Sector Housing Manager
Responsible For:	None
Key Relationships/ Liaison with:	County Council Occupational Therapists, Service Users

Job Purpose

To provide detailed administrative support to the Group Manager Private Housing and members of the Private Housing Team. To develop and maintain the division's internal and external website presence.

Main Duties and Responsibilities

1. Provide advice to service users on the full range of private sector housing functions and grants available.
2. Administer the processing of grants, including typing schedules of work and approvals, and making payments.
3. Carry out Tests of Resources in connection with applications for assistance under the Council's Housing Assistance Scheme by evaluating information against the legislative guidance for means testing, inputting financial information software, and verifying with external agencies.
4. Collate financial information for submission to Financial Services and monitor spend by maintaining schedules of available and committed financial resources.
5. Provide administrative support to the Team including preparation of statutory notices and licenses, updating case files and databases and managing work diaries, filing and supplies.
6. Maintain data for the completion of government returns relating to private sector housing, grant assistance, performance and spend.

NO-TYPING-REQUIREMENT

7.	Maintain registers of HMO and caravan site licenses.
8.	Manage incoming and outgoing post for the Team.
9.	Monitor and progress grant repayments and land charge data.
10	Delivery of an effective and appropriate service to service users, fairly and without discrimination.
11	As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: 9th November 2012



Charnwood

Division:	Housing, Planning, Regeneration & Regulatory Services
Job Title:	Private Sector Housing Team Administrator
Grade:	Scale 5
Post Number:	M025

	Essential	Desirable	How assessed
Qualifications			
NVQ Level 3 or equivalent	✓		App/Doc
CLAIT or ECDL		✓	App/Doc
Or	✓		App/Int
Demonstrable experience identified within the section below.			
Experience			
Experience of working with a computerised data management system	✓		App/Int
Experience of editing and refreshing web site information	✓		App/Int
Experience of working with Windows and other Microsoft applications	✓		App/Int
Involvement with computerised systems, particularly running queries and reports, and budget monitoring		✓	App/Int
Experience of managing debtors		✓	App/Int
Experience of dealing with the public in a front line position		✓	App/Int
Skills/Knowledge			
Knowledge of Grants, Benefits and means testing	✓		App/Int
Organised approach with ability to meet targets and deadlines	✓		App/Int
Knowledge of HMO and caravan site licensing requirements		✓	App/Int
Accuracy in handling figures	✓		Test
Ability to map business processes and		✓	App/Int

PERSONALITY-CENTRED

develop computer data management systems in response to service needs			
Good working knowledge of Excel particularly data manipulation	✓		Test
Interpersonal Skills Good communication skills, both face to face and over the telephone including in sensitive or potentially confrontational circumstances Able to deal with enquires and complaints in an assertive but sympathetic manner Team worker with flexible and adaptable approach	✓		Int Int App/Int
Other requirements An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations. Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓ ✓		App/Int

Key:

App = Application form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical questionnaire

Doc = Documentary evidence (e.g. certificates)

Prepared by: Rebecca Short

Date: 9th November 2012

