

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Housing Application Development and Support Officer	Grade: P03 to P04
Section: Finance & Business Support	Directorate: Resident Services
Responsible to following manager: Housing Application Development and Support Manager	Responsible for following staff:
Post Number/s: POS001237	Last review date:

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To develop, maintain and support the Councils Housing application. Build and test available modules and future versions of the software. Provide both first and second line support for all users. Provide training for all users, as and when required on the housing application.

Create and provide all statistical and budgetary information required from the data held in the system.

Specific Duties and Responsibilities

1. Provide both business and technical expertise to continuously develop the housing application through the development of existing and future modules and any other enhancements to the application.
2. Work closely with expert housing users and other subject matters to document current and future business processes, ensuring clarity and formal acceptance of any new or changes to requirements, offering advice and guidance on requirement specifications.
3. Liaise with CIT, as necessary, in regard to the hosted aspect of the application and any interfaces with other corporate and external systems.
4. Provide front line support for all users and contractors.
5. Provide support for more complex user support issues (second line)
6. Provide all new housing staff with job specific based training on the housing application. Provide refresher training sessions as required and ensure all training manuals and material are kept up to date and available for all users
7. Maintain comprehensive up to date business knowledge, specialist technical skills and market intelligence relating to Housing and Housing IT system suppliers.
8. Ensure each future release of the application is fully tested prior to being rolled out to users.
9. Log and system faults with the provider, testing any fixes provided before being included the Live system.
10. Participate in any projects, any implementation or enhancements relating to the housing application.
11. Participate where necessary in any discussions with the current or any future software suppliers.
12. Assist in the monthly management of the service level agreement.
13. Maintain awareness of any legislative requirements relating to Housing
14. Create bespoke reports using SQL and SSRS in order to provide all statistical and budgetary data required across the whole application and ensure the accuracy of these reports.

15. Create bespoke database views, triggers, packages and functions to bespoke the application for the Councils as required.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure

For the current structure please go to The Loop.

Person Specification

Job Title: Housing Application Development and Support Officer	Grade: PO3-PO4
Section: Finance & Business Support	Directorate: Resident Services
Responsible to: Housing Application Development and Support Manager	Responsible for:
Post Number/s: POS001237	Last Review Date:

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Working knowledge of Local Authority Housing legislation and procedures	Y		A/I
Working knowledge database design and development	Y		A/I
Working knowledge of appropriate computer systems operated in the team, currently NEC Housing	Y		A/I
Experience	Essential	Desirable	Assessed
Proven experience of working with databases, testing and modifying to ensure that they operate reliably and as required.	Y		A/I

Proven experience of delivery training packages.		Y	A/I
Proven experience of designing training manuals and procedures and putting them into operation		Y	A/I
Proven experience of database design and development	Y		A/I
Previous experience of report writing SSRS, SQL	Y		A/I
Skills	Essential	Desirable	Assessed
Meticulous attention to detail	Y		A/I
A logical approach to work.	Y		A/I
Problem-solving skills.	Y		A/I
Good organisational skills.	Y		A/I
Communication and interpersonal skills	Y		A/I
Ability to write sql reports.	Y		A/I
Qualifications	Essential	Desirable	Assessed

A – Application form / CV

I – Interview

T – Test

C - Certificate

Progression criteria

PO3 – Able to perform duties 1-13 of the post

PO4 – Able to perform all duties of the post and if required within the team.