**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Business Information Manager | **Grade**:  PO3 |
| **Section:**  Rent Collection Service | **Directorate:** Resources |
| **Responsible to following manager:**  Head of Service | **Responsible for following staff:**  2 x Business Information Officers |
| **Post Number/s:**  RWR0401 | **Last review date:**  **October 2022** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

Responsible to the Head of Rent Collection Services for provision of effective IT application support service required for the housing management system and other varied IT systems, such as telephony and on line portals. Including data analytics and the provision of management information to ensure efficient service delivery and appropriate income maximisation.

**Specific Duties and Responsibilities**

* Responsible for the Housing Management system Rent Module and telephony system including development, maintenance, training, upgrades and associated testing.
* Responsible for continuous review of the escalation policies to ensure efficiencies in service delivery and users satisfaction in accordance to current legislation/policies.
* Provides expert advice and assistance to the Head of Rent Collection Service and other staff in the Service on IT application support matters.
* Responsible for the collation, analysis and presentation of numerical data as required to measure the Rent Collection Service performance.
* Responsible for analysing the technical training and development needs of the Rent Collection Service staff and reviews IT and procedures in the light of any new legislation/policy change.
* Responsible on a day-to-day basis for the creation, amendment and deletion of users and access permissions of the housing management and other applications used by the Rent Collection Service staff. Ensures that access is restricted to authorised individuals and audit of users are carried out regularly.
* Manages administrative and support duties connected with future developments relating to the Housing management system and other computer systems that interface with the Rents Module of the Housing management system.
* Responsible for the creation and maintenance of letters on the Rents Module of the Housing management system.
* Responsible for system and administration changes that are necessary for the setting up of new tenancy groups.
* Has a detailed knowledge of Business Objects, SQL, Access and Excel for creating a library of reports and facilitating ad-hoc requests.
* Responsible for the management of workflow processes in the Document Management System to manage incoming correspondence/complaints.
* Responsible for the production of Direct Debit/Standing Order Change notification letters to tenants within the scheme’s timescales.
* Management of the services hybrid mail function, liaising with external contractors and creation/development of the templates.
* Participates in management meetings, representing the service at other meetings as necessary.
* Assists with the annual Business Plan incorporating service area objectives, performance standards and targets, quality improvements and training and development plans.
* Assists in updating of the services Business Continuity Plan, Risk Register and Assets Register.
* Responsible for the services Information Security and responding to any alleged breaches.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Team structure**

**Person Specification**

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| **Job Title: Business Information Manager** | **Grade**: PO3 |
| **Section: Rent Collection Service** | **Directorate:** Resources |
| **Responsible to: Head of Service** | **Responsible for: 2 x Business Information Officers** |
| **Post Number/s: RWR0401** | **Last Review Date: October 2022** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge** | **Essential** | **Desirable** | **Assessed** | |
| Knowledge of Housing legislation and rent collection recovery process | **√** |  | **A/I/T** | |
| Knowledge of escalation and workflow processes within an IT system | **√** |  | **A/I/T** | |
| Knowledge of Information Security and security controls | **√** |  | **A/I/T** | |
| Knowledge of report functions via Business Objects, SQL, Access, Excel | **√** |  | **A/I/T** | |
| **Experience** | **Essential** | **Desirable** | **Assessed** | |
| Experience of managing a system including development, maintenance, upgrades/testing | **√** |  | **A/I** | |
| Experience of producing procedures and delivering training | **√** |  | **A/I** | |
| Experience of extracting data and producing ad hoc reports | **√** |  | **A/I** | |
| **Skills** | **Essential** | **Desirable** | **Assessed** | |
| Ability to analyse data to identify trends and recommend service improvements |  | **√** | **A/I** | |
| Ability to prioritise support demands | **√** |  | **A/I** | |
| Ability to manage development projects |  | **√** | **A/I** | |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** | |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**