

Housing Systems Business Analyst

JE Code: JE2515



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Finance – Housing (HRA) |
| **Reports To:** | Housing Systems Manager (Business Improvement) |
| **Job Family:** | P&T |
| **Grade:** | **H** |
| **Political Restricted:** | N |
| **Date:** | March 2023 |

**Key Deliverables**

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| **1.** | Working with Housing and Asset Management Systems supporting the implementation of new systems and system enhancements/changes and documentation in a structured manner. Working with a range of IT housing software - preferably NEC Housing (formally Northgate). Understand the business process for the service delivery of Repairs, Planned Maintenance, Asset Management, and other front line housing services Work as part of a team to lead and direct managers and staff through cultural change and transition planning as part of the implementation of the system change. |
| **2.** | Produce requirements, design and/or configuration documents and/or test plans for the Housing applications or Asset Management Systems. The integrity of the data is paramount at this point for the modules to be fit for purpose. Produce and maintain learning materials for existing and new users, and where necessary deliver training on new systems and for upgrades of existing systems. |
| **3.** | Work with business users of varied capabilities to develop comprehensive business enhancement specifications and operational processes that in many cases will influence application configuration.  Working as part of to a team that manages a large application in terms of configuration and business requirements, upgrade/patching processes and ultimately provision to business users. |
| **4.** | Provide effective and efficient technical and administrative support to contribute to the analysis, development and maintenance of the Property Service databases and record management systems to assist in the achievement of service objectives. Provide support on updating of and quality assurance for data held on the database, ensuring the accessibility of accurate information across the department and to internal and external stakeholders as required. |
| **5.** | Liaising and consulting with 3rd party suppliers / software system suppliers demonstrating some technical understanding of the applications. Attend user groups meetings and represent MKCC and its requirements for system enhancements. |
| **6.** | Provide support for service provision and testing capability within Housing and Asset Management applications to meet functional and non-functional business requirements. |
| **7.** | Support the Housing Systems Manager in any aspect of the service delivery of the team, and supervision of the process implementation team. |
| **8.** | Driving continuous improvement through process improvement, automation, enhanced reporting, and analysis. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Demonstrable competence in SQL, Microsoft Office Apps and object based reporting tools (SAP). Confident data analytical and IT skills. |
| **2.** | Proven experience of working in a social housing / property environment. |
| **3.** | Demonstrable experience of working with a range of IT housing software - preferably NEC Housing (formally Northgate). |
| **4.** | Proven experience using document and customer relations management systems including Information at Work (Enterprise) and Microsoft SharePoint. |
| **5.** | Demonstrable evidence of liaising and consulting with 3rd party suppliers / software system suppliers demonstrating some technical understanding of the applications. |
| **6.** | Proven and demonstratable experience of Business analysis and / or business process design techniques and methodologies. |
| **7.** | Demonstratable experience of presenting information and facilitating group discussion and/or delivering training sessions. |
| **8.** | Proven ability to understand the business objective and to support that objective with analytical and critical thinking to ensure that we are following the best path available. |
| **9.** | Demonstrable communication and interpersonal skills. |
| **10.** | Demonstrable decision-making skills. |





Job Family

Professional/Technical

Grade H

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level roles will have many day-to-day professional, technical and management issues to deal with but must also take a longer-term view of the service sector they support, assessing its changing needs and demands and making significant contributions to resource planning. This will see job holders dealing with serious issues without recourse to managers and making autonomous decisions based upon their specialist knowledge and dedicated experience.

### The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs at this level will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

Job holders will use their professional expertise to deal with complex, pressing issues on a day-to-day basis, but will also look well ahead and take a more strategic view of their project and service delivery objectives, shaping their teams’ composition, approach and operating procedures in accordance with wider service goals mandated by Service management.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the freedom to interpret policy and broad operating guidelines in order to shape their teams’ detailed approach to meeting their corporate objectives and targets. They will deal with escalated, multi-faceted problems independently and will tend to only consult their manager on fundamental policy or resource issues.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people, whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

Jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. Posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance or other major asset(s).

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently complex, demanding of lengthy periods of concentrated mental attention while also managing high levels of work-related pressure.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.