Job Description

Job Title: Private Sector Housing Project Manager	**Service Area**: Private Sector Housing Standards	
Directorate: Inclusive Economy & Housing	**Post Number:** 29026	**Evaluation Number:** LBN282
Grade: SMRA	**Date last updated:** September 2020	

EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES
Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

Lead on service and corporate projects, develop strategy and provide IT solutions to drive service delivery improvement in relation to on line business IT systems of the Private Sector Housing Standards Service (PSHSS). To make recommendations and be accountable to senior managers of the council on PH&EH data and system issues.

To oversee data management and be responsible for the production and development of all activity and outcomes including measurement reports, performance indicators and other outputs.

To manage the staff and teams that support key processes at corporate and service level, hosted non hosted and cloud based systems for the PSHSS including customer relationship interfaces, Idox Uniform (including Enterprise), Iclipse, DMS, LLPG, business intelligence reporting and automated printing solutions

To develop and maximise use of the systems for the business and customers in conjunction with the team members and users, ensuring alignment with the Council IT Strategies and Directorate priorities.

To work collectively and collaboratively with managers and officers within the PSHSS service to deliver a coherent approach to performance and service improvement.

Job Context

The post holder reports to the Head of Service.

1. The post-holder has line management responsibility for at least two IT Developers and a Data Quality/Analyst Officer and may be required to line manage, or supervise temporary or contract staff and consultants for specific projects.

2. The post-holder may from time to time be given responsibility for managing allocated budgets relating to specific projects or events up to £500,000.

3. The post holder may be required to work some evenings, weekends and occasional public holidays, in support of the business functions of the Group.

4. The post holder has responsibility for financial matters including payments in relation to the procurement of systems, equipment and services and other activities on behalf the Group. They may also from time to time be given responsibility for managing budgets or funds for specific projects.

Duties and Responsibilities

Strategic:

1. To be responsible for establishing effective working relationships and liaison arrangements with IT stakeholders, other services, partners and external system providers ensuring the effect management, programming and planning of systems projects between services and the PSHSS.

2. To lead on working with the PSHSS developing maximum use of the business critical IT systems and their functionality including system procurement and evaluation.

3. To lead on implementing the governance arrangements for the use of the Idox Uniform system and/or other business critical IT systems and ensure they are periodically reviewed ensuring alignment with programme/ project outcomes.

4. To lead on strategic development and upgrades of Idox Uniform and other business support systems with senior management and partner organisations. Specifying requirements and co-ordinating the testing and acceptance of new system developments.

5. To lead for the PSHSS service on managing system external supplier contracts and Service Level Agreements providing professional advice, support and challenge within the field of expertise.

6. To represent the London Borough of Newham and to negotiate on its behalf with a range of stakeholders and partners, including statutory, voluntary or commercial organisations as well as landlords, tenants and/or their representatives.

7. To communicate technical information, including its risks and benefits, to the service in a non-technical manner.

Business Systems:

8. To be responsible for the amendment of the system application configuration to ensure it meets existing and new management arrangements including the impact of changes in other systems

9. To manage general housekeeping tasks on the key databases to ensure data quality and appropriate quality assurance

10. To provide expert advice on new business system implementations and manage user expectation and training requirements

11. To assess the impact of other system changes on Idox Uniform and other systems supported, specifying requirements and co-ordinate the testing and acceptance before implementation.

12. To take part in assessing new business assistive technology and make recommendations to Senior Management on its appropriateness for the business developing key protocols, practice standards and manage the production of online training modules, user manuals and guidance notes as required.

13. To project manage complex and contentious issues where necessary, to ensure the outcome meets the needs of the PSHSS and complies with the aims of the authority.

14. To lead on developing project plans for Idox Uniform, and or other systems, facilitating development workshops and implementing project plans and project progress reporting methodology.

15. To analyse, specify and manage the implementation of new business processes designed to support PSHSS operations using Idox Uniform Enterprise workflow.

16. To ensure and protect data integrity in the systems and ensure its promotion across services and among stakeholders/partners.

17. To manage the creation and amendment of batch printing processes and printed output, as specified, and to monitor printing functions.

18. To manage the production of complex standard documents, forms, letters, legal papers and devise procedures in support of business efficiency and continuous business improvement.

19. To manage the production of complex reporting mechanisms and to provide advice and guidance to users in the writing, amendment and production of reports.

20. Contribute to the production of Cabinet Reports, key Council indicators and other information relating to outputs and outcomes particularly in relation to the local and department service plans.

21. To be aware of any legislative and policy changes in relation to the PSHSS area and plan and implement any changes that are required.

22. To arrange support for PSHSS systems determining faults, monitoring faults and to liaise with suppliers/ICT for the resolution of faults

23. To periodically review the services' use of the system and make recommendations on the best approach to maximising efficiency of the system.

24. To manage system audits and the provision of ad hoc guidance and assistance to users.

25. To produce reports on the integrity of the data on the system, and ensure that the data is consistent.

26. To project manage complex and contentious issues where necessary, to ensure the outcome meets the needs of the business and complies with the aims of the authority.

27. To promote data integrity across services and among stakeholders.

28. To liaise with and provide assistance to ICT on business issues, and assist with the co-ordination of software updates.

29. To ensure efficient and effective operation of the data image processing systems in line with the requirement of the business.

Resource Management:

30. To liaise with other Council services and comply with all service standards for communications.

31. To effectively manage allocated service or project budgets including regular monitoring, reporting and forecasting of expenditure and budget risks.

32. To manage data analysts and developers to carry out a range of functions including
    - project managing the implementation of new Idox Uniform modules and other business support systems and their functionality
    - the production, scheduling and distribution of generic and bespoke reports
    - the management of data quality across local systems/interfaces
    - purging and updating data

- the resolution of system faults, liaising with external application developers, ICT and service users

33. To manage the training, development, competency, performance and attendance of supervised staff, consultants and project teams, in order to carry out the above tasks and other tasks required in support of other officers within the service.

34. To lead, inspire, motivate and enthuse staff; to plan and co-ordinate the work of the team and ensure their commitment to the provision of an efficient and effective service.

35. To effectively manage systems for the provision and improvement of the PSHSS data and producing KPI statistics; and ensuring that systems are fit-for-purpose, provide value-for-money and meet the services' needs and aspirations.

36. To manage matters relating to management systems and to develop and maintain policies, systems and procedures.

37. To carry out appropriate duties out of hours and off-site at locations outside of the borough and those not owned by the authority as may be required.

38. To carry out any other duties and responsibilities that are in line with the purpose and grade of the job.

39. To facilitate service improvement workshops

Person Specification

Job Title: Private Sector Housing Project Manager	**Service Area:** Private Sector Housing Standards
Division/Section: Housing & Inclusive Economy	**Job Number:** **Job Evaluation:**
Grade: SMRA	**Date last updated**: August 2020

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

EXPERIENCE	
Experience of working in a local authority or similar public sector organisation.	Application Form
Experience in IT applications support, preferably within a housing service or similar organisation.	Application Form
Experience of working effectively and in co-operation with internal and external partners	Interview
Experience of defining and building complex performance reports from key business systems	Interview
Experience of implementing and maintaining information systems.	Interview
Experience of delivering projects via third parties or through supplier management.	Application Form/ interview

KNOWLEDGE	
Detailed knowledge of the Idox Uniform module systems or similar property and activity based Local Government system for service based housing related functions.	Application Form/Interview/Test
Good knowledge of networks, ICT infrastructure and other key systems underpinning the use of ICT.	Application Form/Interview/Test
A clear understanding of the functions of local government, local housing services and the London wide and national agenda in relation to housing.	Application Form/Interview/Test
Advanced knowledge of data analysis and spreadsheet packages, such as Access, SSRS and Excel.	Interview
Advanced knowledge of project management techniques.	Interview/Test
Knowledge and understanding of performance management techniques.	Application Form/Interview
Knowledge and understanding of complex relational data bases.	Application Form/Interview
Working knowledge of data-extraction tools and cross platform data-matching tools.	Interview/Test
Knowledge of website design and experience of maintaining intranet/internet pages.	Application Form/Interview
QUALIFICATIONS: 1. No one specific qualification required but should have a qualification at graduate level or equivalent work related attainment that includes statistics, finance or ICT and advanced specialist training in reporting and data analytics.	Application

SKILLS AND ABILITIES	
Ability to analyse complex data and interpret this to produce performance reports suitable for a high profile audience.	Interview/Test
Ability to plan and control work effectively including developing detailed project schedules and progress monitoring mechanisms. Able to organise resources to meet targets and manage risks to the success of the project.	Interview
Ability to work under pressure, set clear priorities and to meet deadlines within a team.	Interview/Test
Advanced use of IT, including data analysis and spreadsheet packages such as Excel.	Interview/Test
Ability to analyse large volumes of complex data.	Application Form/Interview/Test
Ability to learn new systems and programmes quickly.	Interview
Ability to communicate effectively at all levels with team members, council officers and suppliers.	Interview
Ability to produce and interpret reports from the system and to provide timely management information.	Application Form/Interview
Ability to take the lead in implementing new initiatives and developments and assessing methods of maximising use of the system.	Application Form/Interview
Good understanding of how the system and IT can increase business efficiency and improve customer services.	Interview
Good analytical skills to identify problems and to suggest solutions and shape future plans.	Interview/Test
Ability to establish and promote the optimum use of data on the system, ensuring accuracy and maintaining data integrity.	Interview
Ability to manage an allocated project or service budget effectively.	Interview
Ability to negotiate with internal and external suppliers and the user base.	Interview
Ability to present the Council's views and policies in appropriate forums.	Interview

PERSONAL STYLE AND BEHAVIOUR	
Must be a self-motivated and supportive person, able to motivate and challenge, with strong reasoning skills.	Interview
Commitment to achieving demanding deadlines and targets.	Interview
Commitments to supporting colleagues to ensure team goals are met.	Interview
Maintain high standard of ethics, professional conduct, probity and honesty.	Interview
An understanding of quality issues and working with staff at all levels.	
Friendly open personal style. Understanding of team working dynamics.	
Inspires confidence and trust with people at all levels.	
Committed to being flexible and responsive to changing work patterns, locations and methods when necessary.	
OTHER SPECIAL REQUIREMENTS	
Willing to be flexible and carry out additional duties to ensure the successful operation of services.	Interview
Willing to work at home and other locations within the borough, when necessary.	Interview