



JOB DESCRIPTION	
Service Area: Finance Business and Development Services	Service Group: Housing (Strategic Housing: Lettings and Nominations Team)
JOB TITLE: System Improvement Officer (Tees Valley HomeFinder)	
GRADE: H	
REPORTING TO: Team Leader Lettings and Nominations	
1.	JOB SUMMARY: On behalf of the Tees Valley Lettings Partnership (TVLP) you are the 'link' between the partnership and its appointed digital partner to ensure the ongoing development of Tees Valley HomeFinder (digital lettings platform). In addition, you will work collaboratively with TVLP colleagues and customers to identify and progress system improvements. A logical and analytical thinker with strong interpersonal skills, you will be able to drive forward system improvements.
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS
1	Be the 'key' point of contact for both the TVLP and its appointed digital partner to identify and remedy system faults & failings and initiate & progress system improvements.
2	Be the main point of contact for all TVLP partners as/when colleagues identify system issues/faults. Provide first line diagnosis (were possible), escalation, monitoring and tracking of requests for service. Utilising the appropriate logging and escalation procedures and systems as required.
3	Work closely with the TVLP Operational Group to identify service improvements and on behalf of this Group make recommendations to the TVLP Steering Group.
5	Support the development of all necessary system improvements which may be necessitated through changes in government legislation, local initiatives and best practice.
5	As required work with service users (including analysing customer feedback) to ensure Tees Valley HomeFinder meets both customer and partner expectations.
6	Provide advice to the TVLP Steering and Operational Groups to inform key strategic decisions.
7	Produce and present clear, concise and well-written reports.
3.	KEY RESULTS/OBJECTIVES

	<p>To work with partners (at all levels), key stakeholders and customers to ensure that Tees Valley HomeFinder is an efficient and effective digital lettings platform, one which meets customer needs and expectations.</p> <p>To ensure that Tees Valley HomeFinder remains fit for purpose.</p> <p>To maximise the take-up of accommodation by potential customers across the Tees Valley.</p>
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4. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Council Values, Behaviour Framework, and Code of Conduct - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.

Policies and Procedures - The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	J Edmends	July 21
Job Description agreed by: (Postholder)



PERSON SPECIFICATION

Job Title/Grade	System Improvement Officer (Tees Valley HomeFinder)	Grade H
Service Area/Service Group	Finance, Business and Development Services	Housing Services Strategic Housing – Lettings and Nominations Team
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	NVQ level 3 qualification and/or the equivalent level of knowledge gained through demonstrable direct work experience.	Demonstrable equivalent experience directly related to the work area	Application Form Interview/Selection Process Pre Employment Checks
Experience	Effective ICT skills (competent in using Microsoft Office, word processing, spreadsheets and database systems). Experience of working with partners and customers to achieve results/system improvements	Ability to understand and use ICT to achieve work objectives Project management skills	Application Form Interview/Selection Process
Skills	Numerate and able to analyse business related statistics. Good communication skills (written and verbal) / can communicate at all levels.	Production and presentation of clear well-structured reports.	Interview/Selection Process

	<p>Excellent analytical skills.</p> <p>Strong time management and organisational skills.</p> <p>Ability to prioritise work and meet deadlines.</p> <p>Flexible and adaptable to change.</p>		
Specific behaviours relevant to the post	<p>Customer Focus.</p> <p>Organised, adaptable and responsive to change.</p>		<p>Application Form</p> <p>Interview/Selection Process</p>
Other requirements	<p>Capacity for independent travel across Tees Valley</p>		<p>Application Form</p> <p>Interview/Selection Process</p>