

Role Profile – Systems Project Lead

Salary: Systems Project Lead

Grade: Level 5.2

Term: 2 year fixed term

Salary Band: £58,184 - £67,886

About the Systems Project Lead role:

We're looking for an experienced, empathetic, and passionate Systems Project Lead to work with multidisciplinary teams across policy, design, service expertise, data and research to make the organisation's system improvement ambitions a reality.

This Systems Project Lead is in the Supporting Communities Strategy team, (one of the three teams within Camden's strategy family alongside Supporting People and [Strategy & Design](#)). You will have a strong close working relationship with Data, and Digital Services (DDS) and be part of a core blended team of strategy and DDS colleagues. This role will be working primarily with housing and property management services, where you will use your expertise in housing and property systems and products to understand service requirements and link plans to wider organisational goals.

Currently the teams priorities include leading the council's Estates and Food missions, developing an innovative response to the climate crisis and ensuring our social housing tenants are in receipt of council services that we can all be proud of.

The supporting Communities strategy team are leading the way in the council by championing new and different ways of solving problems, promoting inclusive and equitable approaches, and creating a culture of continuous improvement to ensure that the organisation achieves the outcomes that meet the needs and expectations of both residents and staff in a sustainable way.

The role will be line managed by Emma Haigh, Head of Strategy

About the role

You will:

- Work dynamically across housing and property services forging connections between service requirements and overarching organisational objectives, with realistic expectations of delivery.
- Foster strong collaborative relationships between Frontline Services and Data and Digital Services teams, forming an integral part of a cross-functional team, and to represent them when needed.
- Ensure that system improvements align closely with the evolving needs of the Directorate, optimising service delivery and enhancing operational efficiency.
- Utilise your unique position within a blended team of strategy and DDS colleagues to leverage diverse insights and approaches in driving transformation.
- Harness data and analytics to inform strategic choices, ensuring that transformation efforts are data-backed and results-oriented. This would also include introducing this approach where there are service and process gaps.

- Communicate transformation progress and its alignment with organisational objectives, engaging stakeholders at all levels.
- Ensure that all transformation efforts adhere to legal and Housing Regulatory compliance, data security, and ethical standards.

About you

This role requires you to have a **positive attitude**, the use of initiative, and the ability to adapt to changes. You'll be encouraged to work in an innovative and creative way **that puts people at the heart of our work**. You will need to engage regularly with the blended core team to determine the most purposeful, priority work and the relevant relationships to be formed to enable this.

- Significant experience leading large system implementation projects or programmes and have the ability to understand complex data requirements.
- A proven track record as a successful leader within the public sector, with direct experience of working in housing and property services.
- A working knowledge of systems, products and applications in the housing and property sector.
- An interest and passion for technology, understanding how technology can enable change.
- An expert user of technology and with the ability to translate complex, technical messages to others.
- Adept at communicating technical and complex information to a variety of audiences using a variety of tools i.e. presentations, reports etc.
- Strong experience working with complex data sets, stakeholders and legacy applications and being able to interpret and analyse the data to inform progress or identify gaps.
- A champion for the mindset of contemporary ways of working (e.g. user-centred design, being transparent, delivering value early and often, collaboration, learning mindset, incremental and iterative delivery, etc.)
- Excellent facilitation skills, in order to bring groups of stakeholders together, to develop relationships, with a focus on developing a human-centred culture, which then translates into great services for residents.
- Pragmatic and inclusive planning skills, knowing when to build consensus and when to be more directive to ensure a smooth programme of organised engagement work.
- Skills in strategic planning, programme management, group motivation and discipline, imagination and diplomacy.
- Experience being solely responsible for complex projects with multiple stakeholders and a high commercial value.
- Strong understanding of customer experience, data science and emerging technology.
- Ability to operate as a strategic leader in the business. Strong interpersonal and people management skills: able to lead, motivate and inspire.

Working at Camden

- At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.
- At Camden we are proud to be one of [Hire Me My Way](#)'s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK. Hire Me My Way aims to triple the number of available good quality flexible jobs to 1 million by 2020.
- The postholder will need to work some part of each week in the office (5 Pancras Square, London, N1C 4AG) as determined in regular discussions with their line manager and project teams.
- As well as working with members of their relevant team, the postholder is expected to develop and maintain effective and constructive relationships with colleagues across all parts of the Council, including Council leadership and Heads of Service, as well as Camden residents and other members of the public.
- Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).
- The role line manages a small team of Principal and Senior Policy and Projects Officers. This will involve ensuring appropriate training and development opportunities are available for direct reports and contributing to a service wide training offer. The role will embrace the ethos of a self-managed team, where resources are used flexibly to deliver agreed priority areas of work across the Supporting People Strategy Service.

Diversity and Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we're a truly inclusive organisation that encourages diversity in all respects. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to help us make a real difference to our residents so that equity, inclusion, and justice remains at the heart of everything we do.

To discover more about Camden and our commitment towards diversity, equality and safeguarding, please visit [our recruitment website](#).

Agile working

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Asking for Adjustments

Camden is committed to making our recruitment practices and as accessible as we possibly can for everyone. This includes adjusting or changing the process for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.