

Job Profile Information: Housing Rents Information Analyst

This supplementary information for Housing Placements Information Analyst is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 1, Camden Way Category 4

Role Purpose:

To aid the performance management and drive systemic improvement of the Rents and Charges Team through configuring, maintaining and utilising ICT based systems and data sources and ensuring the service experienced by customers is of the highest possible standard.

To support the relevant Head of Service in managing, maintaining and developing the Housing financial system(s), interfaces, reporting, act as a gatekeeper to any system changes that have an impact on any housing / finance systems and all related processes to drive continuous improvement throughout the organisation.

To support the relevant Head of Service in taking a leading role in specifying the systems required to ensure accurate and dependable information, including both core financial systems and key feeder systems, and to work with services to ensure that relevant people in the organisation are aware of their responsibilities in relation to the accuracy of the information they submit to systems

Example outcomes or objectives that this role will deliver:

- Ensure high quality and reliable data is easily available to measure and improve the effectiveness and performance of the services provided by the Rents and Charges Team and partner services
- Work with services to ensure that relevant people in the organisation are aware of their responsibilities in relation to the accuracy of the information they submit into the Housing system that impact the finance systems
- Work with services to ensure that relevant people in the organisation are aware of their responsibilities in relation to the accuracy of the information they submit into system that impact the rents systems
- To analyse, configure and programme systems and data and contribute ideas, system specifications and plans for continual service improvement from the Officer and customer perspective
- To take the lead technical role in all ICT related developments involving the Rents and Charges Team, including producing detailed specifications, configuring and programming, including designing reporting universes
- Ensure business continuity through the continuous effective running of systems and that plans are in place and up to date to prevent and respond proactively to system failure through liaison with colleagues in the ICT services

- To provide ICT business lead and support in the annual rent notification process
- To ensure statutory compliance of all Rents and Charges correspondences (quarterly rent statements, annual notifications, tenant information card notices)
- Ensure that Council resources are protected and only allocated to those in genuine need by developing and administering systems and processes that detect and prevent fraud
- Production of comprehensive, evidence-based reports analysing areas of the business, assessing strengths and weaknesses in the system and proposing a range of options for systemic improvement
- Be the link between Rents and Charges requirements and SSI (IT) of all programmes of work where there are system implications on finance and ensure co-ordination of roles, priorities, work plans and timetables are matched
- Developing, implementing and managing a process for Corporate Finance to know about and be part of the gate-keeping process to any system purchase/changes that have an impact on any finance systems within the authority
- Lead on (and understand) business process mapping and assessing the impact on it as a result of any changes
- Subject Matter Expert on User Acceptance Testing, assist with writing scripts and setting up a tracking system.
- Beneficial if studying towards a CCAB qualification and a good understanding of financial controls
- Keep abreast of the changing statutory framework the service operates in and relevant developments in the ICT field to ensure Camden's Rents and Charges Team is compliant in its functions

People Management Responsibilities:

Not applicable

Relationships:

- Lead the Service's relationship with internal and external providers of ICT based systems
- Working with the SSI team and creating a link to ICT
- Work collaboratively with colleagues in corporate ICT, including in complex project structures
- Work closely with staff across Rents and Charges and in other services in the council, at all levels, to support their successful use of systems in service delivery
- Strive to achieve objectives and follow instructions set by Managers

Work Environment:

- The role will mainly be based at 5 Pancras Square.
- The post-holder will be required to work in an agile way in line with Camden's move to a flexible work environment
- Attendance at external meetings, sometimes outside normal working hours, may be required, such as with software providers, the government department, other local authority colleagues and at industry conferences.

Technical Knowledge and Experience:

- BSc or appropriate professional body qualification in relevant discipline or equivalent experience
- A high level of experience of using databases, programming, report writing, data analysis, trouble-shooting and comparable activities is essential.
- Experience of supporting a business area to achieve high performance.
- An understanding of normalised and denormalised Relational Database Management Systems (RDBMS's) including experience of reporting from them
- Ability to handle and carry out critical analysis of large datasets and quality assure the data
- Ability to present complex information in a variety of mediums to a range of audiences in a concise and insightful manner
- Understanding and ensuring compliance with the Data Protection Act and data sharing practices
- Experience of designing, creating and developing reporting environments using SAP BusinessObjects, Qlikview, TOAD or similar.
- Experience of configuring and ongoing management of business-critical database systems (eg. Northgate)
- Knowledge of statistical techniques and data representation
- SQL skills
- Advanced spreadsheet skills
- Good customer service skills
- Experience of capturing business and user requirements
- Experience of contributing to the development of policy and procedures
- It will be beneficial to have an understanding of social housing
- Experience of technical application support of Northgate Version 6 in a large organisation desirable
- Use of ITIL practices in a large organisation
- Ability to manage customer expectations and ensure effective communications with colleagues and customers

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure

