

JOB DESCRIPTION

JOB TITLE:	Development and Performance Co-ordinator
GRADE:	Grade 7
REPORTING TO:	Development and Performance Specialist
RESPONSIBLE FOR:	This roles does not have any direct reports

ROLE SUMMARY

The Development and Performance Coordinator will support the Development and Performance Specialist in the on-going improvement and development of the Housing Management System, other associated IT systems and the processes followed within the service.

The Development and Performance Coordinator will provide support to ensure the efficient and accurate operation of the Housing Management System and other software used including the implementation of new modules, updates and developments to enhance its operation, functionality and the production of information and performance reports.

The Development and Performance Coordinator will provide performance and management information as and when required.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of the ongoing performance and development review process including specific accountabilities and performance indicators. The points below are a summary of your main duties and responsibilities.

- Assist the Development and Performance Specialist to implement and review enhancements to the housing management system
- Work with teams across the organisation to ensure the smooth and effective operation of the housing management system
- Ensure the integrity of the information held within system used by the income teams, particularly ensuring compliance with GDPR

- Work with other service areas to improve production of performance information and reports from the Housing management system and other performance reporting systems
- Ensure strong and effective working relationships with other teams both within the organisation and external partners to develop and deliver improvements to the housing management system and associated and linked IT applications
- Support the Development and Performance Specialist in the development and delivery of initiatives that support the delivery of the Organisation's vision for digital service delivery and agile working
- Assist in the development of processes to improve service delivery
- Assist the development of processes within the team to ensure that high quality consistent services are delivered
- Support the preparation and delivery of training plans for staff and provide support to improve performance
- Be responsible for own professional and personal development

ORGANISATION WIDE RESPONSIBILITIES

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value
- The duties may vary from time to time within the broad remit of your role and grade and as such may be required to undertake any such reasonable and appropriate duties within the remit of relevant skills and experience

PERFORMANCE MEASURES

Corporate Performance Scorecard

Business Scorecard Metrics



Compliance with legislative and regulatory standards

Adherence to Health and Safety Policy

Delivery of strategic corporate projects and team projects

Demonstrating corporate values, attitudes, and behaviours

Engagement scores

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	5 GCSE's at Grade A*- C's or equivalent, and/or relevant experience in a similar role	Evidence of further professional development or qualification	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process • Pre-employment checks
Experience	<p>Experience in the delivery of operational housing services</p> <p>Experience of partnership working with internal and external stakeholders and agencies to deliver support and advice to customers</p> <p>Ability to work as part of a team and in partnership with other services and officers</p>	<p>Experience of working in multi- disciplinary teams</p> <p>Experience of implementing new technology to enhance customer experience</p> <p>Experience of process mapping and service review</p>	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process ▪ Pre-employment checks
Skills/knowledge	<p>Working knowledge of current housing issues</p> <p>IT literate in the use of standard office software, e.g. word processing, spreadsheets and databases</p> <p>Excellent working knowledge of housing management software</p> <p>Excellent interpersonal skills, including being able to influence, persuade and negotiate to achieve positive outcomes</p> <p>Excellent organisational skills and ability to produce quality work to tight deadlines</p>	<p>Excellent working knowledge of QL</p> <p>Experience of using other housing IT systems linked to QL e.g. Abritas or DRS</p>	<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process ▪ Pre-employment checks

Values

<p>Able to communicate information confidently to a range of audiences</p> <p>Ability to work on own initiative, manage a high workload and conflicting priorities</p>		
<p>Passionate about providing excellent customer service to do the right thing for our people, and in turn, our customers</p>		<ul style="list-style-type: none"> ▪ Application Form ▪ Selection Process