

Job Description



Directorate: Corporate Services

Job Title: Solution Analyst / Developer

Service Area: Business Intelligence Team

Grade:

Special Conditions: Casual User Car Allowance

Role Profile: TE45A

DBS Disclosure: Not required

Issue Date: November 2019

Responsible to: Systems Development and Support Team Manager

Responsible for: Staff or contractors may be assigned to this role in a temporary capacity

Job Purpose and Role:

Systems Development and Support

Responsible for developing, maintaining and supporting our housing management information system and associated business applications.

To manage technical projects within the Business Improvement development programme.

To ensure that the business applications continue to meet the changing needs of the business and that the applications add value.

To ensure that there is collaborative working across all teams within the Corporate Services Directorate to support the transformational programme, in particular with those colleagues within the Business Intelligence team.

Wider responsibilities

To support all corporate and divisional targets and aspirations, embracing the company vision at all times.

To support the implementation of our transformational programme and our company journey of #goodtogreat.

Work with all departments in a matrix way to ensure the delivery of projects and programmes of work.

Through all business transactions ensure the team identify, report and respond to all safeguarding situations.

Manage all performance outputs of the team, make recommendations, and deliver service improvements.

To develop and ensure positive partnership working, making a positive contribution to initiatives targeted to improve sustainability and prosperity of local communities.

Manage any assigned cost centres and budgets.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Competency Requirements
Leadership	<p>Lead on projects to implement new software systems.</p> <p>Deputise for the Development Team Manager as and when required.</p> <p>Lead on the development and support of defined areas of the Housing system.</p> <p>Providing project support for the Business Improvement programme.</p> <p>Provide project management and co-ordination for system testing as required.</p> <p>Responsible for ensuring that business applications continue to meet the changing needs of the business and that the applications add value.</p> <p>Establish and maintain effective work relationships, interacting and influencing in an open, honest and non-threatening manner.</p> <p>Exhibits confidence, inspires respect and trust. Motivates and engages others to perform well.</p> <p>Promotes the vision/corporate objectives at every opportunity even if own views differ.</p> <p>Manage, deliver, and contribute to company or specific team performance targets.</p>	<p>NVQ level 5 or equivalent in Computing related subject or equivalent experience.</p> <p>Evidence of successfully completing job related training relevant to this role.</p> <p>Expert knowledge for own areas of responsibility and have working knowledge of the team areas and support them when required.</p> <p>Good judgement, able to identify priorities and key issues and make suggestions to address.</p> <p>Evidence of developing and planning for strategic change</p> <p>Ability and resilience to work under pressure to tight deadlines.</p>

<p>Communication and customer service</p>	<p>Focuses on internal and external customers and stakeholders equally.</p> <p>Provide advice and guidance to services to ensure the effective management of change and for projects.</p> <p>To assist the Board members and Senior Management Team in the communication and delivery of the Business Plan.</p> <p>Supporting and promoting digital services across the company and with our customers and stakeholders.</p>	<p>Able to communicate, present and negotiate on behalf of WH and credibly represent the business to customers, staff and other stakeholders.</p> <p>PC and social media literate – ability to use a wide range of software and social media.</p> <p>Excellent interpersonal skills enabling others to contribute to the best of their ability.</p>
<p>Team working</p>	<p>Maintains effective team relationships that encourage, motivate and engage the team.</p> <p>Develops project plans consistent with delivering effective performance.</p> <p>Managing project across the business and ensuring task are delivered to the appropriate quality and timescales.</p> <p>Contributes to cross divisional team and organisational working.</p>	<p>Ability to influence, inspire confidence and establish professional working relationships at all levels within the organisation and externally.</p> <p>Managing a team and individuals effectively; managing associated workloads.</p> <p>Evidence of matrix management and working across team boundaries.</p>
<p>Decision making and problem solving</p>	<p>Analysis of complex processes, able to translate existing practices in to process flows and for these to be documented.</p> <p>To translate business process in to a software solution using corporate computer systems.</p> <p>Responsible for ensuring any changes to the computer systems follows change control practices.</p> <p>To ensure that Incident trends are monitored, reported and resolved.</p> <p>Continuously look for ways to improve processes/services to enhance the delivery of services, identifying</p>	<p>Ability to understand business process and complex systems and to be able to define this in end user training.</p> <p>Knowledge and experience of transferable technical systems and languages (SQL, HTTP, system security, system configuration, system logic).</p> <p>Evidence of understanding change management methods and tools to inform service development and delivery</p>

	<p>weaknesses and planning remedial actions.</p> <p>Actively encourage creative thinking in themselves and others.</p>	<p>Excellent influencing and interpersonal skills.</p> <p>Evidence of continued development of knowledge and skills required for the role.</p>
Equality and Diversity	<p>Takes appropriate action and practicable steps to eliminate discrimination, promote and support equality at all times and foster good relations amongst employees and customers.</p> <p>Personal leadership, accountability and understanding to promote the importance of equality and cohesion to WH customers, staff and local communities.</p> <p>Recognise the needs of customers and staff that may have special requirements Challenge unacceptable behaviour and report where required to the manager.</p>	<p>Attitude/behaviour consistent with Wolverhampton Homes' Policies and Procedures and values.</p> <p>Understanding of accessibility as required for online website and systems.</p> <p>Ability to promote fairness and inclusion in employment and service delivery.</p> <p>Confidence to challenge unacceptable behaviour and report where required.</p>
Health and safety	<p>Be safe in the work place and complete the appropriate H&S training.</p> <p>Works in a safe and appropriate manner when working agilely.</p> <p>Report incidents without delay and complete accident forms accurately and legibly.</p>	<p>Evidence of an understanding of health and safety in the work place.</p> <p>Takes responsibility for own actions.</p>
Financial management	<p>Understand WH Financial regulations and Standing Orders regarding the placing of orders and procurement functions.</p> <p>Assisting with the control of Business Improvement budgets and procurement.</p> <p>Understand how to ensure VFM is being achieved and able to identify where social value can be added.</p>	<p>Able to interpret financial information.</p> <p>Ability to use financial and procurement systems.</p> <p>Evidence of understanding alternative business delivery models.</p>

	Assist in the development of business cases to support the Business Improvement programme.	
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Disqualifying Factors: Indication of attitudes/behaviours inconsistent with Wolverhampton Homes' Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours that are not in line with our core values.