

**Home Connections Lettings Limited
Job Description**

Designation:

Information Systems Manager

Salary: £38,000 to £40,000 depending on qualifications and experience plus up to 15% PRP bonus

Post No.:

Team: Home Connections

Section A - Basic Objectives of the Post

To manage and direct the development of all ICT systems underpinning the Home Connections Choice Based Lettings (CBL) and Virtual Reality services and Office systems.

To deliver the information systems and services required to meet the business expansion of Home Connections across the UK.

Section B - Reporting to

Name: Ninesh Muthiah, CEO, Home Connections

Post No.:

Section C - Staff Supervised

Up to ten staff – helpdesk staff, project managers and multimedia specialists plus contractors

Section D - Duties and Responsibilities

SYSTEM & SUPPLIER MANAGEMENT

1. To manage a number of third-party (offshore and onshore) ICT companies to ensure a high quality of software and system support is delivered. To manage existing service level agreements (SLA) and where necessary revise or create new SLAs.

ACCESSIBILITY

2. To ensure that ICT information is made accessible to users regardless of ability. To ensure that web-based systems reach the highest possible level of WC3 accessibility.

SECURITY

3. To be responsible for the protection of all electronic information. Applies and maintains specific security controls as required by organisational policy and local risk assessments to maintain confidentiality, integrity and availability of business information systems. Determines when security issues should be escalated to a higher level. Demonstrates effective communication of security issues to business managers and others. Applies procedures to enhance resilience to unauthorised access. Recognises when an IT network/system has been

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attacked, can take immediate action to limit damage and escalates event to higher authority.

BUSINESS CONTINUITY

4. To be responsible for the business continuity planning process and lead the implementation of resulting plans. Co-ordinate the identification by specialists across the organisation of information and communication systems that support the critical business processes. Assess risks to the availability, integrity and confidentiality of those systems. Evaluates the critical risks associated with these systems and identifies priority areas for improvement. Co-ordinates the planning, designing, testing of maintenance procedures and contingency plans to address exposure to risk and ensure that agreed levels of continuity are maintained.

DATA MANAGEMENT & TRANSFER

5. Manage the existing XML schema and its ongoing development. Ensure that existing data transfer routines (XML and csv) and maintained and improved. Maintain and improve documentation for all data loading processes. Provide advice to customers on the transformation of information from one format/medium to another, where appropriate. To manage and advise on file transfer routines (FTP and Web Services).

SYSTEM DOCUMENTATION

6. Determines the documentation needs of users. Designs individual documentation plans. Creates drafts for review of information format and content. Organises the production and distribution of approved documentary items. Manages the configuration of documentary items and documentation project files, within own area of responsibility. Ensures that all systems are fully documented and that all documentation is up to date.

PROJECT AND BUSINESS CHANGE MANAGEMENT

7. To project manage ICT-related implementation of new Home Connections projects. These include new CBL implementations, software enhancements to CBL and government funded projects such as linking housing to employment services. Identifies, assesses and manages risks to the success of the project. Prepares realistic project and quality plans and tracks activities against the plans, providing regular and accurate reports to stakeholders as appropriate. Monitors costs, timescales and resources used and takes action where these deviate from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.

8. To manage all projects according to Prince2 project management principles. To create, review and update project plan/s, and communicate progress to the project teams and stakeholders.

BUSINESS ANALYSIS AND SPECIFICATION

9. To carry out business analysis and elicit and document user requirements and business processes in order to produce clearly documented specifications. The specifications are subsequently used for system development.

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HELPDESK MANAGEMENT

10. To manage the Home Connections Helpdesk and team members.

STRATEGY & PLANNING

11. Monitor the market to gain knowledge and understanding of currently emerging technologies. Identify new and emerging hardware and software technologies and assesses their relevance and potential value to the organisation. To contribute to briefings of staff and business management.

DEVELOPMENT

12. Identify and manage resources necessary for all stages (planning, estimation, execution) of individual systems development projects to ensure that technical, financial and quality targets are met.

13. Sets standards for data analysis tools and techniques, advises on their application and ensures compliance. Manages the investigation of corporate data requirements and co-ordinates the application of data analysis and data modelling techniques, based upon a detailed understanding of the corporate information requirements, in order to establish, modify or maintain data structures and their associated components (entity descriptions, relationship descriptions, attribute definitions).

14. Selects appropriate tools, templates and standards for the creation of advanced web sites, appropriate to customer expectations (differentiating, for example, between needs such as optimisation and ease of modification). Sets design and coding standards, taking into account bandwidth and browser compatibility issues. Takes responsibility for project management of web site assignments, including design of the overall information structure and graphical style for substantial, complex or high-profile web sites.

15. Produces or manage the production of test scripts and procedures to test new and amended software. Interprets, executes and documents complex test scripts using agreed methods and standards. Reviews test results and modifies tests if necessary. Produces reports on system quality and metrics on test cases.

16. Sets standards, strategies and procedures across the development lifecycle in the areas of systems integration and testing and ensures that practitioners adhere to them. Manages resources to ensure that the systems integration function operates effectively.

SERVICE PROVISION AND CAPACITY PLANNING

17. Sets the organisation's policy for the management of change in live services and ensures that the policy is reflected in practice. Develops strategies for providing sufficient infrastructure capacity to meet business needs. Ensures that the policy and standards for capacity management are fit for purpose and current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity issues.

18. Creates and maintains an inventory of data that is subject to data protection legislation. Prepares submissions to the data protection authorities. Drafts and

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maintains the policy, standards and procedures for complying with data protection legislation. Reviews information systems for compliance with data protection legislation and specifies any required changes. Ensures that access requests and complaints are dealt with according to approved procedures. Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.

19. Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services. Reviews service delivery to ensure that targets are met and prepare proposals to meet forecast changes in the level or type of service.

20. Ensures that appropriate action is taken to investigate and resolve incidents and problems in systems and services. Ensures that such incidents and problems are fully documented within the relevant reporting systems. Co-ordinates the implementation of agreed remedies and preventative measures.

IT ASSET MANAGEMENT

21. Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets are carried out. Produces and analyses registers and histories of authorised assets and verifies that all these assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance) are in a known state and location and that there are no unauthorised assets such as unlicensed copies of software.

EQUAL OPPORTUNITIES

Home Connections is committed to the principle of equality of opportunity for everyone, both in terms of service provision and employment. It is your responsibility to carry out your duties in accordance with this policy.

To comply with Health and Safety regulations and ensure ICT is deployed in accordance with best practice.

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Section E – Contacts

External Suppliers
Government Departments
Sub regional and regional partnerships across the UK where relevant to the project
Home Connections Project Board
Specialist technology, IT usability and housing departments of UK and EU
Academic institutions
Specialist private sector technology suppliers
The Housing Corporation
The Association of London Government
The Greater London Authority
Heads of corporate ICT & strategy & policy across London and relevant local authorities and RSLs
External organisations in the public, private and voluntary sector.

Section F - Other relevant matters

The post is full time subject to passing the initial 4-month probationary period.

The post holder will be required to attend evening and weekend meetings and to travel out of London as the job demands.

The post holder will be expected to be flexible in relation to working hours and work according to time required to meet project deliverables.

The post holder will be employed by and based at Home Connections offices in London.

Name Section G - Signatures - Job Description Discussed and Agreed with Postholder:

Signature of Postholder:
Date:

Name of Supervisor:

Signature of Supervisor:
Date: