

<b>POST TITLE</b>	<b>INFORMATION AND CONTROL OFFICER</b>
<b>DIRECTORATE</b>	<b>PLACE</b>
<b>SERVICE</b>	<b>HOUSING AND HOMELESSNESS</b>
<b>RESPONSIBLE TO</b>	<b>TEAM LEADER - INCOME AND RECOVERY</b>
<b>NUMBER OF POST HOLDERS</b>	<b>1</b>
<b>ACTING UP/ SECONDMENT</b>	<b>N/A</b>

#### **PURPOSE OF JOB**

A Case Management systems expert developing and maintaining the IT system for the Service. Provision of data to accurately report management information including KPI's to audit and enable service level decision making and improvement.

Maintaining, reviewing and developing Standard Operating procedures.

A key role in Service delivery at completion of projects in relation to compilation of information for homeowners and responsibility for data collection and monitoring of environmental performance devices during project delivery.

#### **THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

- The postholder will monitor service-level KPI's, and will design and implement checks and safeguards to ensure system controls and processes are correctly operating to specified parameters, in support of the service delivery.
- The postholder will work with external suppliers, service departments and IT specialists in the delivery, development, and back-office administration of Case Management Systems, including managing system testing / upgrading whilst maintaining current systems, collecting MI, providing training, guidance and support, and the design, maintenance and development of system reports.
- The postholder will support the Team Leader - Income and Recovery to deliver financial services and will assist in reporting the debt recovery information to Senior Management.
- The postholder will liaise with customers, internal and external partners, and will be competent in managing complex complaints, Freedom of Information requests and service enquiries.
- The postholder will be responsible for developing and maintaining Standard Operating Procedure documents, implementing agreed changes, and ensuring compliance with auditing requirements.
- The postholder will develop and monitor effective service trackers and promote a culture of continuous improvement, efficiency, accountability, and transparency. This will include the monitoring and reporting of Version Control, internal service audit activities, Service milestones and Risk Registers, and feeding into wider risk registers.
- Management of the service training log, ICT equipment and subscriptions.
- Responsibility for the delivery of completion documents at project handover in relation to homeowner reports.
- Data collection and monitoring in relation to environmental performance devices installed in homes.

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- The post holder should have an HND level, or equivalent qualification or experience relating to finance & IT systems. A broad understanding of current issues in local government and legislation,

together with experience of service delivery and resource management in a local government environment.

- Ability to understand and interpret performance information with a view to using this information to suggest service improvements. The post holder must be able to communicate effectively at all levels, both verbally and in writing, and should demonstrate an ability to analyse complex issues, assess their business impact and resolve these effectively. Knowledge, understanding and skill in relation to Information Governance, Customer Service and Debt Management.

#### **ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities and remote working on a hybrid basis. When required will work on site to support events or presentations to promote service delivery. Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

The postholder will be expected to provide systems training, guidance, and support for the wider staff group.

#### **RESOURCES**

Responsibility for the departmental Case Management Systems, including overseeing system testing and upgrades. The postholder will be responsible for monitoring and reporting on debt recovery on projects with an estimated annual value of £5 million, including legacy projects.

#### **HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed, and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).