Glen Oaks
HOUSING ASSOCIATION

JOB DESCRIPTION

1. POST: SENIOR ICT OFFICER

2. GRADE AND SALARY: EVH GRADE 8 - £39,915-£43,185

3. RESPONSIBLE TO: FINANCE DIRECTOR

4. RESPONSIBLE FOR THE FOLLOWING STAFF: ICT ASSISTANT

5. GENERAL AIMS AND JOB PURPOSE

(i) Reporting to Finance Director, day-to-day responsibility for the management of the Association's ICT systems ensuring that maximum benefit is obtained from reliable, cost effective systems.

(ii) Play a lead role in the ongoing development of the Association's Housing Management System, mobile working and other integrated systems.

(iii) Ensure that Glen Oaks Housing Association meets its adopted corporate standards to the highest degree possible and the standards set out by the Scottish Housing Regulator for Registered Social Landlords.

(iv) Contribute to the overall operation of the Association and assist the Finance Director in the formulation of policy and strategy as a senior member of the Finance, Corporate Services & ICT Department.

(v) The post-holder will ensure that all duties are carried out in an accurate and timely way to the highest possible standard, either by themselves or a member of their team or by appointed consultants.

(vi) To contribute to achievement of targets as agreed in the Glen Oaks Business Plan.

6. RESPONSIBILITIES AND TASKS

6.1 Digital & ICT Services

(i) Lead on the provision, maintenance and development of all computer hardware, software, peripherals and ICT administration systems

(including for example remote access, networks, servers, internet, telephone system).

(ii)   Lead / assist in the development, communication and review of all ICT, digital and data strategies, policies and procedures throughout the organisation. Provide robust internal controls, processes and procedures to support continuous improvement and digital development.

(iii)   Maintain and develop ICT cyber & data security capacity including implementing appropriate firewalls, security procedures, anti-virus software, and backup and recovery procedures, ensuring that the Association meets recognised security standards.

(iv)   Ensure that the Association maintains robust ICT disaster recovery and contingency procedures.

(v)   Liaise as required with external ICT providers and consultants to develop / change procedures that can be enhanced by the use of technology.

(vi)   Play a key role in the development of the Association's mobile working capabilities.

(vii)   Ensure the effective operation and control of ICT equipment within the Board Room.

(viii) Control and monitor expenditure on all ICT purchases in line with budget.

(ix)   Take lead role in the procurement of computer hardware, software and/or training, including co-ordinating requirements resulting from management projects and strategies.

(x)   Ensure the Association's ICT systems, policies and procedures comply with the requirements of data protection legislation.

(xi)   Maintain an accurate inventory and site plan of all ICT equipment and ensure that all assets are clearly identified and verified on an annual basis.

6.2   Training and Support

(i)   Provide ICT support to all staff and Board Members.

(ii)   Lead on delivery of digital and ICT related training to enhance staff skills, productivity and develop their understanding of appropriate systems and technology.

6.3 Business Information

(i) Review and maintain the integrity of the Association's data, liaising with all departments to ensure that data standards are being met.

(ii) Design, create and maintain management information and performance reports using a variety of software and systems in liaison with relevant departments to meet the Associations reporting requirements.

(iii) Support colleagues in the collation and uploading of data to the Association's housing management system

(iv) Provide data from our housing management system to external partner organisations where required.

(v) Maintain high standards of information governance and confidentiality at all times, ensuring such practice is embedded within the team

6.4 Systems Development

(i) Work with operational departments to provide quality solutions that require minimal ongoing technical support.

(ii) Make recommendations for service improvement, ensuring Value for Money and maximum utilisation of technology to drive efficiency.

(iii) Ensure detailed and accurate technical and user documentation / operating instructions are maintained for all systems.

(iv) Work with project teams and external suppliers as required to ensure developments are implemented and phased with minimum business overhead and disruption.

(v) Monitor and measure customer experience in order to stimulate continual improvement activities and drive successful business outcomes. Ensure feedback is analysed and improvement decisions are published to stakeholders.

6.5 Data Protection

(i) Promote and ensure GDPR compliance across the organisation as the first point of contact for data protection and information governance questions.

(ii) Provide advice and guidance as appropriate to ensure the safe and legal processing of information.

(iii) Support the Finance Director with reporting on Information Risk.

(iv)   Responsible for the upkeep of relevant policies, adherence to Freedom of Information and Subject Access Requests and ensure safe and effective information sharing through paper and digital channels.

(v)   Provide informed decisions to CMT regarding potential risks to the business.

(vi)   Conduct data privacy assessments regarding cloud computing, mobile devices, new products or services, and other initiatives.

(v)   Responsible for Disaster Recovery planning and regular updates and testing for data breach response plans.

6.6   Risk Management

(i)   Responsible for embedding risk management strategy throughout the department, working with staff to identify and mitigate risks and reporting same on regular basis.

(ii)   Support the Finance Director with the Risk Register and establishing and developing Key Performance Indicators.

6.7   ICT Systems Quality Control

(i)   Maintain records of overall systems performance. Provide reports on performance and efficiencies and recommendations for improvement.

6.8   Staff Management

(i)   Lead, manage and motivate the IT staff, providing direction, clear objectives and constructive and meaningful feedback.

(ii)   Ensure the welfare of staff on a day-to-day basis.

(iii)   Carry out regular staff 1:1s, identify training requirements and opportunities for staff development.

(iv)   Carry out induction training, mentor new staff and monitor performance.

(v)   Ensure clear and effective communication to the IT staff and others across the organisation, ensuring avenues for effective two-way communication.

(vi)   Create a team culture where all functions within the team work cohesively towards delivering successful outcomes for tenants and the Association whilst ensuring a collaborative, innovative, high performing, cross organisational and compassionate culture which are in accordance with the Association's values and behaviours.

6.10   Health & Safety

(i)   Champion a health and safety culture throughout the team and organisation, ensuring compliance with all legal requirements and regulatory frameworks.

(ii)   Be aware of your own responsibilities under the Health and Safety at Work Act and other safety regulations to ensure that safe working practices and procedures are adopted.

6.11   General

(i)   The Senior ICT Officer will be expected to carry out all other reasonable tasks which arise, at the request of the Finance Director.

(ii)   Assist the Finance Director in preparation of reports as required to the Corporate Management Team, Board or relevant Sub Committee.

(iii)   Comply with all the Association's policies and practices with particular regard to Health & Safety, Equality & Diversity and Confidentiality.

(iv)   Ensure own continuous development and knowledge is up to date in line with sector related developments and attend training as required.

(v)   Attend meetings and carry out other work as required out with normal working hours, where relevant, as instructed by the Finance Director.

(vi)   Represent the Association at external meetings or events as necessary and act as its ambassador.

(vii)   This job description is a general guide to the tasks to be fulfilled. However. It should be noted that the employee needs to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the department and the organisation as a whole to fulfil its objectives.