Job Description

Job Title	Private Sector Housing Data and Intelligence Officer
Directorate	Neighbourhoods and Housing
Service Area	Private Sector Housing
Grade	7
Competency Level	1
Salary	£39,513 - £44,711
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9783

Job Purpose

To work in the Enforcement Data and Intelligence Team (EDIT), embedding the intelligence led housing enforcement model into the current working models.

To lead on introduction and use of systems used in the team.

To ensure timely production of performance monitoring data related to the team, which is produced in a number of formats.

Directly Responsible For:

Not applicable

Directly Responsible To:

PSH Enforcement, Data and Intelligence Coordinator

Main Areas of Responsibility:

- To research, collate and analyse all relevant data sets across a number of programmes and from various sources both internally and externally as required for the successful implementation and delivery of intelligence and enforcement functions within the EDIT

- To produce and communicate performance reports to management teams and other key stakeholders which identify trends specifically within the EDIT relating to private sector activity / intelligence and performance improvements against agreed objectives and targets

- To produce recommendations to the EDIT for risk management / improvements relating to data and intelligence

- To lead on the EDIT performance and data intelligence strategy and data sharing protocols including joint working with other services and external partners

- To produce performance reports to inform on progress of enforcement activity and give proposals based on intelligence for further targeted proactive enforcement

- To lead on the evaluation / reporting of outcomes from the EDIT activity in line with agreed objectives and outcomes, aggregating data and reviewing case studies that showcase the work of the service

- To research best practice nationally related to high level enforcement, detection and investigation of rogue and criminal landlords, and make

recommendations that shape the design and implementation of information systems / analysis within the project

- To collaborate with the Performance and Systems Analyst in the development and production of the performance management framework (PMF) for the EDIT

- To act as technical support as required for the Performance and Systems Analyst in case management systems used by the EDIT

- To work with the Performance and Systems Analyst in adapting data / information systems to ensure an accurate and timely response to Freedom of Information (FOI) requests

- To contribute to business cases, bid submissions and awards by leading on the research, collation and provision of accurate data sets / analysis and responding to information requests from government, partner agencies and other requesters

- To explore the opportunities to bring in additional software / training, such as Power BI, FME, Address Matching software to bring reporting function up to date and lead on identifying any training needs

- To lead on the development, configuration and technical administration of systems used within the EDIT

- To undertake testing in collaboration with service managers to ensure data integrity of new releases of systems before / after implementation and to act as primary contact with developers to identify fixes in line with legislative / business needs

- To research developments in the field of ICT, its relevance to Private Sector Housing and to make recommendations to service managers

- Produce performance reports, trend analysis and data mapping as required for use in formal briefings, presentations, reports and evaluation documents

- To design and produce a full performance management framework to monitor and evaluate success using qualitative case studies and other measurable data

- To attend regular project meetings and highlight any risks that need to be added to the risk register including statistical data designed to drive forward the EDIT and its outcomes
- To work with officers to highlight areas for concern / improvement relating to quality of work and performance to bring about successful outcomes highlighting risks to delivery / areas of concern
- To contribute to the performance and data intelligence strategy
- To lead on the data collection, cleansing, validating and the reformatting of information within Intelligence database (IDB) for management / operational purposes
- To lead on the design and review of all documents and templates used in the project
- To develop referral processes and configuring systems within private sector housing so that the operation can effectively target activity and improve performance
- To review and update the back-office data in line with corporate property gazetteer and submit frequent requests to update the gazetteer
- To lead on the audit of IDB to improve data integrity and quality and to recommend solutions, whether technical or operational ·
- To audit support processes of the service to ensure value for money and effective use of time in relation to the back-office use of the appropriate systems
- To provide guidance and solutions for all technical queries on IDB systems.
- To lead on the training of all users of IDB including the production of training materials and user guides

Supervision and Management Responsibility:

- No supervisory or line management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The post will be desk-based and will involve periods of time using a screen

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here](#).

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Merseyside & Cheshire LGBTIQA Chartermark

Person Specification

Qualification and training

Essential

- Degree level qualification in IT integrated support systems operation or equivalent extensive experience (A,I)

Desirable

- Extensive experience with intelligence databases
- Qualification in statistical research

Experience

Essential

- Experience in using specialist intelligence and / or case management software (A,I)
- Experience in delivering / training for software use (A,I)
- Experience in data processing and configuration (A,I)
- Experience of configuring and designing reports (A,I)

Desirable

- Experience of working in quality assured environment
- Experience of dealing with Have your say or FOI Requests

- Experience of conducting audits

- Project management experience in the creation, configuration and administration of a range of information systems particularly in a regulatory / public sector setting

- Experience in the initiation and negotiation of data sharing protocols and joint working with internal / external stakeholders

- Experience of data analysis, reporting and making recommendations to management teams and a wide range of key stakeholders to drive forward activity and produce positive outcomes

Skills/Abilities

Essential

- Ability to absorb complex and technical IT system management processes (A,I)

- Ability to communicate in written and oral formats (A,I)

- IT technical support skills with attention to detail (A,I)

- Ability to produce, interpret, and present reports and statistical data (A,I)

- Ability to harness and use data to inform operational direction and delivery (A,I)

- Ability to work flexibly in a demanding service environment on own initiative (A,I)

Desirable

- Ability to ensure effective use of licensing software and case management systems

- Ability to write responses to complex customer enquiries

- Ability to work within set deadlines

- Excellent oral and written communication skill and particularly the presentation of data to various audiences including recommendations for improvements
- Demonstrable ICT ability to effectively use and develop Microsoft Office, databases, statistical tools and web-based portals
- Ability to analyse, interpret and present complex data with high standards of accuracy

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (I)

Other

Essential

- Willingness to represent the service or directorate at meetings out of normal office hours (I)