

Job Description

Job Title	Housing Solutions Quality Assurance and Systems Administrator
Directorate	Neighbourhoods and Housing
Service Area	Housing – Housing Solutions
Grade	7
Competency Level	2
Salary	£40,777 – £46,142
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9441

Job Purpose

To lead on the systems administration and project management of all case management systems and production of performance monitoring data within Housing Solutions

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Quality and Performance Manager

Main Areas of Responsibility:

- To lead on and project manage the development, configuration and technical administration of case management systems used within Housing Solutions
- To undertake testing in collaboration with service managers to ensure data integrity of new releases of case management 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 Housing Solutions and to make recommendations to service managers
- To work with the Data and Intelligence Analyst the production of all reports, data for the performance management framework and in statistical mapping of activity that informs operational activity and the outcomes from Housing Solutions
- To adapt and configure case management systems to produce performance reports, trend analysis, data mapping and evaluation of the of Housing Solutions working alongside the Data and Intelligence Analyst
- To work with managers and team leaders 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 Housing Solutions performance and data intelligence strategy
- To lead on the data collection, cleansing, validating and the reformatting of information within case systems for management/operational purposes working alongside the Data and Intelligence Analyst
- To work with the Data and Intelligence Analyst in setting up information systems that can effectively respond to Freedom of Information (FOI) requests

- To lead on the design and review of all documents and templates used on the homeless case management systems for applications and compliance activity
- To review and recommend amendments to referral pathways and processes and configuring systems within Housing Solutions so that the operation can effectively target activity and improve performance in partnership with the Transformation Business Analyst
- To explore the use of the corporate property gazetteer within casework management systems to facilitate data accuracy and performance
- To lead on the audit of homelessness, prevention, and accommodation case management systems to improve data integrity and quality and to recommend solutions, whether technical or operational
- To provide guidance and solutions for all technical queries on case management systems across all areas within Housing Solutions
- To lead on the training of all users of Housing Solutions case management systems including the production of training materials and user guides
- Actively contribute to building a collaborative, inclusive, and professional team culture

Supervision and Management Responsibility:

Not applicable

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:

- Role may require long periods of sitting
- Role may require long periods of screen use

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- 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 the following competency level **2**.

[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.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree level qualification in IT integrated support systems operation or equivalent or substantial experience in a similar role (A)

Experience

Essential

- Extensive experience in using specialist licensing and/or case management software (A/I)
- Experience in providing training on specialist licensing/case management software (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

Skills/Abilities

Essential

- Ability to communicate in written and oral formats (A/I)
- Excellent presentation and training skills (A/I)
- IT technical support skills (A/I)
- Ability to produce, interpret, and present reports and statistical data (A/I)

Desirable

- Attention to detail
- Ability to ensure effective use of licensing software and case management systems
- Excellent inter-personal and customer care skills
- Ability to write responses to complex customer enquiries
- Ability to work within set deadlines

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes.
- Flexibility and commitment to ensure effective service delivery

Other

Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours