

# JOB DESCRIPTION

<b>POST:</b> HOUSING SYSTEMS ADMINISTRATOR	<b>POST NO:</b> EC267
<b>DIRECTORATE/DIVISION:</b> CRAWLEY HOMES	
<b>SCALE:</b> E/F (Career Grade)	
<b>ANY SPECIAL CONDITIONS:</b> <b>Career Grade</b> Scale E Post holder able to carry out the majority of all duties of the post, but requiring additional training, supervision and/or experience. Scale F Post holder able to carry out full duties of the post with minimal supervision and successfully attained SQL qualification. Progression through the scales will be at the discretion of the Head of Service having regard to the competence of the postholder and the availability of work at the appropriate level.	
<b>RESPONSIBLE TO:</b> Policy and Engagement Manager	
<b>RESPONSIBLE FOR (POSTS):</b> None	
<b>MAIN PURPOSE OF POST:</b> <ol style="list-style-type: none"><li>1. Provide first line support and manage continuous improvement of ActiveH Housing Management System including interfaces with other CBC systems and third party contractor systems.</li><li>2. Develop reports to meet Crawley Homes requirements for both internal management and for provision of external regulatory reporting requirements.</li><li>3. Ensure data accuracy and completeness within the Housing Management system.</li></ol>	
<b>SPECIFIC DUTIES OF POST:</b> <b>1. Day to Day system support.</b> <ol style="list-style-type: none"><li>a. Be fully conversant with the ActiveH system including associated interfaces and be the main contact for users of the system in the event of issues.</li><li>b. Management of support calls logged by users via the Council's main ICT help desk system (FRESH) ensuring all actions taken to resolve issues are properly recorded and calls are properly allocated, actioned and closed in a timely manner.</li><li>c. Investigation of calls logged by users and where the issue relates to the system configuration, user access or other elements within the control of Crawley Homes to resolve the issue and liaise with the relevant colleague to test the fix and close the call.</li><li>d. Where changes to the configuration of the system are needed work with relevant colleagues to make required changes.</li><li>e. Where resolution of a call needs input from or resolution by MIS, logging of the issue via the MIS help desk system (JIRA) and liaison with MIS staff as needed to progress the call through to resolution.</li></ol>	

- f. Be main point of contact with MIS for all support issues.
- g. Liaison with MIS as required to monitor all outstanding support calls and ensure that calls are dealt with in accordance with agreed procedures and responded to within agreed SLA periods.
- h. Pro-actively monitor and manage the Live ActiveH database to ensure the system is operating as expected and users are processing information correctly.
- i. Review error reports produced by the system and by Contractor interface processes and ensure appropriate action is taken to address the errors.
- j. Setting up new users in ActiveH including the allocation of correct roles and access.
- k. Creation of new Asset records within ActiveH ensuring the correct information is added to feed into relevant reports and to ensure correct interfacing with third party systems.
- l. Liaison with MIS and Crawley Council IT Team as needed to apply upgrades, patches and fixes as needed. Liaison with Crawley Homes colleagues to ensure that details of upgrades and any system downtime is communicated and understood.
- m. Work closely with the business to ensure time sensitive processes including annual rent reviews and year end processes are completed.
- n. Produce and update guidance notes and videos relating to the system for use by users of the system.
- o. Ensure that operational documentation for systems is fit for purpose and up to date.

## **2. Continuous Improvement**

- a. Work with the business to continually review processes and ensure best practice is followed in system use and identify potential better use of the system to deliver greater customer satisfaction and business efficiencies.
- b. Chair the internal ActiveH User Group and manage improvement requests that are fed into this group.
- c. Develop and manage a proper change control process to ensure all requests for changes to the system are properly considered, evaluated and costed before seeking approval.
- d. Develop and implement workflows to automate processes within the system where possible and where such automation delivers benefit.
- e. Review upgrade documentation produced by MIS and advise the business on prioritisation of application of upgrades.
- f. Work closely with MIS to apply upgrades at a suitable time and work closely with the business to ensure upgrades are fully tested before being applied to the live environment.
- g. Manage any improvement projects that are approved, liaising with all parties involved to ensure successful delivery against specified requirements.
- h. Attend ActiveH user groups and other relevant events to understand and input to the future development roadmap of ActiveH.

- i. Be the main point of contact with MIS and attend regular account management meetings with the appointed MIS Account Manager.
- j. Liaise with CBC IT Team members and Managers as needed to maintain an ongoing relationship

- h. To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policies and Procedures and all locally agreed safe methods of work.
- i. To carry any other duties as the line manager may, from time to time reasonably require.

**NOTE:** The duties listed are in general terms only and detailed variation in job content may be expected to occur.

**AMENDMENT DATE:** August 2024

**POSTHOLDER'S SIGNATURE:**

## CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

<b>POST:</b> HOUSING SYSTEMS ADMINISTRATOR	<b>POST NO:</b> ECXXX
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<b>CHARACTERISTIC</b>	<b>SPECIFICATION</b>	
	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
SKILLS/ABILITIES	SQL Report Writing Able to plan own workload and meet targets. Ability to work with others and delegate/manage workloads. Able to coordinate, encourage and motivate Active H users. Ability to analyse problems and offer solutions. Ability to communicate verbally and via written communication with various stakeholders. Ability to prioritise and complete tasks to set deadlines. Ability to manage budgets and supplier contracts. Project management skills	Crystal Reporting Management of SLAs
KNOWLEDGE	Database Management O c204 O c204	

## QUALITIES

Excellent communication  
capability.

Customer focused approach.

Analytical, strong problem solving