

## **JOB DESCRIPTION & PERSON SPECIFICATION**

### **Systems Owner**

**Location:** ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR

**Reports to:** Deputy CEO

**Direct reports:** Systems Analyst

**Team:** Rubixx

**JOB SUMMARY:** You will be responsible for the ongoing support and improvement of the use of our housing and finance system. This requires the technical ability to liaise with our chosen supplier, as well as the skills to matrix manage and enthuse colleagues across the organisation. You will need to ensure that the system is established, maintained and improved with the user experience at heart – that of internal customers using the system, and external customers, residents and leaseholders, receiving a service from ISHA. Likely a qualified project manager, you'll have a proven track record of system on-boarding leading to demonstrable business change.

### **PRINCIPAL RESPONSIBILITIES:**

1. To provide programme-level oversight of housing, finance and other systems post-implementation, ensuring strategic alignment and delivery of benefits. This includes acting as product owner, ensuring system functionality meets evolving business needs
2. To ensure that other systems and platforms vital for the smooth operation of the organisation and delivery of excellent customer service are successfully integrated – especially our compliance, and assets systems
3. To work with colleagues mapping business processes, and establish sensible customer-focused work flows our systems and conduct business analysis to identify improvement opportunities and translate requirements into system solutions
4. To successfully partner with our supplier to deliver a functional system that is fit for our business needs, developing an excellent working relationship based on trust and first-rate contract management
5. To drive continuous improvement of the systems in line with business ambitions
6. To ensure ongoing data integrity and compliance with best practice and regulation relating to data within the system

7. To develop and deliver training and training aids at a technical and process level, suitable for the different internal audiences. Maintain system documentation and training materials
8. To develop and maintain collaborative and productive relationships with all staff including senior management, establishing professional credibility.
9. Lead, motivate and develop the team to deliver a high performing and resident focused team

**ESSENTIALS:** In addition to the principal accountabilities of the role, there are several significant elements that we deem essential for every role at ISHA:

12. To ensure you comply with ISHA's procedures for promoting and safeguarding residents appropriate to your role.
13. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
14. To comply with ISHA's Code of Conduct, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
15. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
16. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, Trusted to make the difference, and Respect for everyone in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

<b>PERSON SPECIFICATION – Project Manager – Business transformation and housing and finance system onboarding</b>		<b>Essential</b>	<b>Desirable</b>
<b>Right to work in the UK</b>			
1.	Proof of eligibility to currently work in the UK.	✓	
<b>Education and Qualifications</b>			
2.	A project management qualification		✓
3.	Good general education with excellent literacy and numeracy skills.	✓	
<b>Experience</b>			
4.	Proven track record of system on-boarding and integration. Including data and system security	✓	
5.	Experience of systems in the housing sector		✓
6.	Business process mapping and developing customer-centric workflows	✓	
<b>Knowledge &amp; Skills</b>			
7.	Excellent interpersonal and emotional intelligence skills	✓	
8.	Highly developed communication skills, including the ability to share complex information with others (individuals and groups).	✓	
9.	Demonstrable ability to build relationships, influence and collaborate with colleagues and senior managers effectively, both internally, and with external partners.	✓	
10.	Is curious, with a strong desire for continuous improvement (for self and others)	✓	
11.	Understanding of how to identify learning needs and put these into place (desirable)	✓	
12.	Excellent organisational and project/time management skills with the ability to manage a busy workload with competing deadlines	✓	
13.	Strong, creative, problem-solving skills and able to work well under pressure.	✓	
14.	Excellent numerical and analytical skills with the ability to analyse people data and translate into reports and presentations.	✓	
<b>Values</b>			
15.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> <li>• Pride in team ISHA</li> <li>• Passionate commitment to customers</li> <li>• Trusted to make the difference</li> </ul>	✓	

	• Respect for everyone		
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