Hastings Borough Council
Job Description

Job Title
RSI Systems Development & Programme Lead

Grade
5

Reports to
Rough Sleeping Initiative Coordinator – East Sussex

Purpose of the Job

To provide comprehensive systems and project development support to the RSI Coordinator.

To monitor, analyse and develop the RSI system, In-Form, produce data reports and evaluation for the Rough Sleeping Initiative and programmes attached to the service (Respite Rooms, Changing Futures, vaccination programmes and partnership projects).

The Systems Support Lead will oversee all aspects of system management and development, including induction programmes and training. Bi-weekly meeting attendance, system cleansing, evaluating existing processes and delivering systems solutions will form an integral part of the role.

The postholder will work directly with the RSI Coordinator to manage the performance outcomes for projects commissioned within the RSI Pathway. This will include monitoring project funding streams and KPI contract requirements. The postholder will assist the Coordinator in the evaluation of specific posts and interventions to inform future service planning and development.

The postholder will be responsible for creating visual aids for the service, including mapping service structures and developing presentation tools for governance boards. This may also include contributing to partnership pathway and protocol agreements.

In addition to internal systems development, the postholder will oversee development of a shared countywide website for homeless support services, steered through the East Sussex Housing Forum.

They will also support development of the RSI Service User Involvement Group and in-house Peer Support Programme led by the RSI Engagement & Activities Programme Lead.

Responsibilities

- Develop and maintain the RSI In-Form database system and support the team with any IT issues or training needs. System cleansing and managing upgrades will form part of the role.

- To support the RSI Coordinator, manage, and evaluate performance outcomes. Create data charts and evaluation reports for strategic and commissioning boards.

- To support the RSI Coordinator to map service structures, roles, funding streams and pathways within the service.

- To develop a countywide website for East Sussex Homeless Forum that reflects the work being undertaken across the statutory and voluntary sector to support those who are rough sleeping or at high risk of rough sleeping.

- To maintain an up-to-date knowledge and understanding of changing web technology and software to ensure systems development reflects the needs of commissioners and national best practice models.

- To support the RSI Coordinator with partnership development and attend meetings where systems development or reporting needs are under discussion.

- Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.
- To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the Council's Child and Vulnerable Adult Protection policies and procedures.
- Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

RSI Team Structure
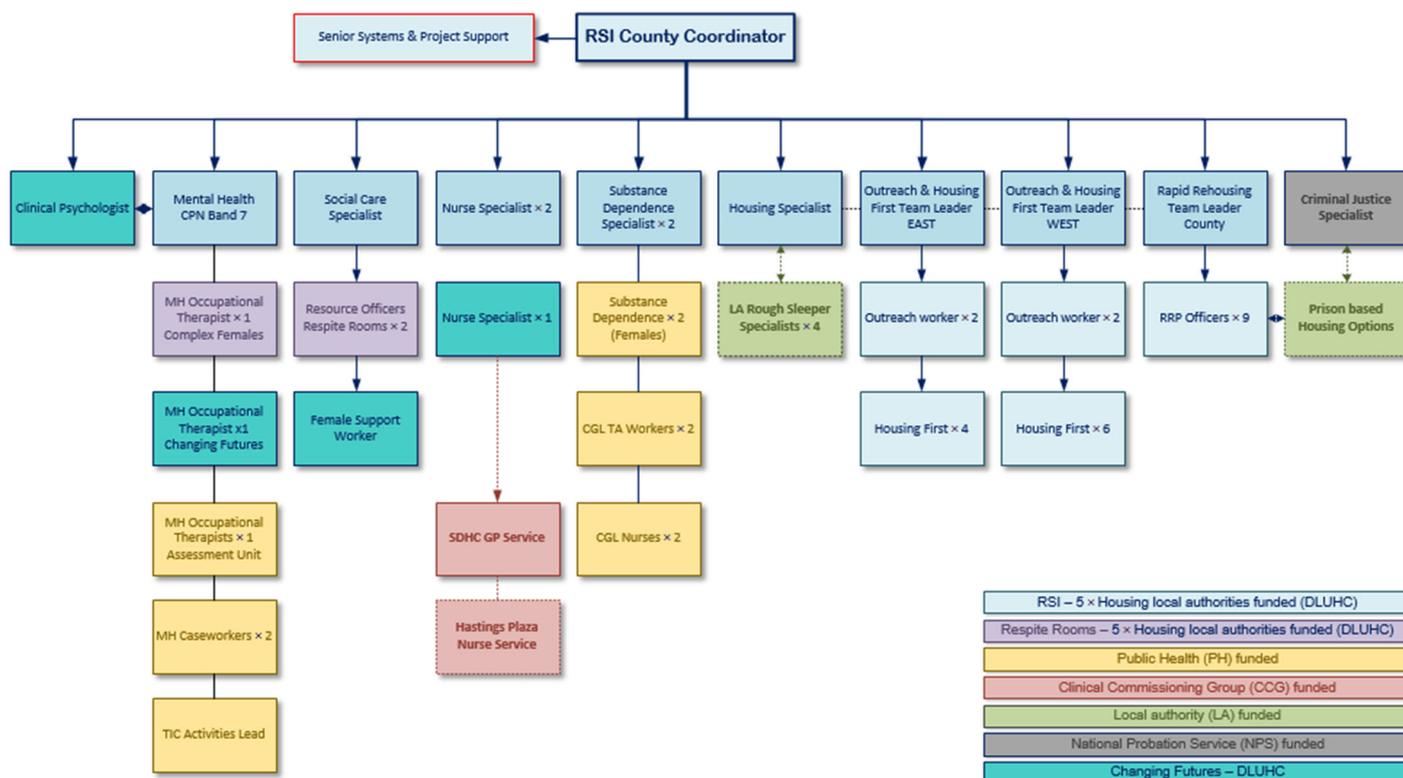
External contact

The postholder will be required to liaise with key members of the team and external partners on a regular basis. This will include:

- Contact with Commissioners and IT leads where systems development and reporting needs are under discussion.
- Contact with local authorities to explore, develop and if necessary, implement joint digital solutions for RSI reporting.
- Contact with external software suppliers and IT leads regarding any broader system development needs.
- Contact with Homelesslink and VS providers in relation to website content. To steer and manage the development of the website with contractors and relevant service leads.
- To support the RSI Engagement & Activities Lead with promotional material and any IT development needs relating to Service User Involvement and Peer Support Programmes being developed through the service.

Working conditions

The post holder will work largely from home with flexible approach to attending Board meetings or drop-in services as required.

Person Specification

Job Title
RSI Systems Development & Programme Lead

Essential Requirements

Qualification
1. Educated to good GCSE standard
2. Business or IT related qualification or equivalent experience
3. PRINCE2 or equivalent

Experience
4. Significant experience of preparing detailed data reports and business cases to support proposed projects.
5. Significant experience monitoring contract data and providing evaluation reports.
6. Significant experience and successful track record of service analysis, developing ideas and opportunities through intelligent and efficient use of ICT and digital platforms.

Knowledge
7. Demonstrate in depth understanding of project management and methodologies.
8. Understand the elements required to develop a sound business case for action.

Personal Aptitude and Skills
9. Creative and innovative in design and improvement of existing systems and processes.
10. Excellent communication skills, able to listen and work with partnership with key stakeholders
11. Good negotiation and influencing skills
12. Able to work in partnership with partners on jointly delivered projects

Behavioural Approach
13. Satisfactory attendance record (normally less than 5 days absence in a year) but taking into account individual circumstances.
14. Actively seek improvements and keep up to date with current technological trends.
15. Enquiring mind and able to have insight into needs of service.

Further behavioural information can be found in our Management (or Staff) Competency Framework which is included in this pack. Interviews will include competence-based questions and our managers are appraised against the framework as part of our performance management process.

Desirable Requirements

Experience
16. Experience of managing projects involving channel shift within organisations.

Knowledge
17. Knowledge of local government services and of the client groups being supported