

Role profile

Here's more about the job!

Role/s	Housing Business Transformation Manager* Housing Change & Intelligence Manager** Housing Innovations Advisor Housing Operations Officer (Commercial) Housing Efficiency Officer Data Analyst Operations Officer*** Senior Housing Efficiency Officer***	Date Prepared	October 2022
---------------	---	----------------------	--------------

Your Team

The Housing Innovations team are responsible for delivering, improving and transforming core business functions within a multi-million-pound modern, people and values led Housing Service. The team will operate as a hub of high quality business modernisation, ensuring customers' outcomes are at the centre of what is delivered and changed.

The team play a key role in looking to the future through innovating and delivering new business for the Housing Service. This includes improving business performance, driving forward initiatives that reflect the Council's corporate objectives; including customer self-service, cost efficiency, new commercial projects, including innovations and delivering Business Transformation for the Housing Service, meeting customer demand.

Your Customers

- Staff within the Council
- Elected Members
- External customers, including those to whom we provide a statutory service
- Service supplier network
- Parish Councils and other representative community groups

Your Role

- The team are responsible for the delivery of a wide range of services and business support across for all other Housing Service teams to provide great customer service and experience, making CBC an a leading upper quartile performing authority, as benchmarked.
- The range of services currently includes; the responsibility for delivering Business Transformation and digitalisation, commercial operations and business development. This includes Housing business performance and risk review/reporting with data analysis and insights. The team also oversees IT change and implementation. All activity is underpinned by supporting the wider modernisation, improvement, and digitalisation of the Housing Service.
- The team provides sound business intelligence and analysis to enable effective service development to meet changing customer demand and demography. This aim is to enable the Housing Service to be on par with similar organisations and deliver innovative new initiatives and technology.
- The team is aligned to new initiatives provided by the government and legislative changes. Housing growth will provide opportunities to innovate our offer to residents.
- The team provides expert advice and works with specialised suppliers in the delivery of new ways of working.

Find your greatness

- work at Central Bedfordshire Council

Central Bedfordshire

- For all roles; a basic knowledge of Housing Legislation and the benefits/welfare system is desirable and a good understanding of administration systems and office procedures and be proficient in the use of all relevant systems and familiar with current procedures is required by all team members.
- *Your role will be to assist the Head of Housing Initiatives.
- *You will apply your experience to lead and manage a team of colleagues, to develop and deliver; business transformation and improvement for all customer facing housing services, managing the implementation of business change.
- *You will be responsible for generating and implementing new ideas and initiatives (including digital) with actions that support the Housing Service business, consistent with relevant legislation, strategy and policies.
- ** You will be responsible for the implementation of change across the Housing Service. This will include the delivery of relevant training, user acceptance testing and train the trainer exercises. You will manage a team of specialists in landing the relevant aspects of change.
- *** You will be responsible for delivering analysis and effective business insights to support and make the case for driving change and research of new innovations.

Health and Safety

- Visual display - regular use.
- Working alone.
- Risk of verbal abuse.
- Regular exposure to mental health pressures and demands.
- **Choose an item from the drop down. To another item, select + from the right hand side.**

Work Pattern

- Standard Monday to Friday with flexibility subject to business needs. Weekend working for relevant roles * and **

Work Related Travel

- Regular.