Performance Analyst and Systems Administrator

Recruitment

Pack

Reside
Housing Association

Recruitment Pack

Welcome and Introduction

Dear Applicant

I am delighted that you are interested in applying for this new position of Performance Analyst & Systems Administrator. We are an independent, financially secure charitable organisation operating nationally and I am looking forward to recruiting a new colleague to be part of the team at an exciting point in our history. In particular this post will enable us to make a step change in the use of our new housing management system and use of performance data.

As a values led organisation, all staff need to be able to be an ambassador for Reside and act in accordance with our values at all times:

Be Collaborative, Focus on People, Be Responsive

Reside is a leading provider of accommodation for those with support needs, operating throughout the UK. We are a charitable society under the Co-operative and Community Benefit Societies Act 2014 and registered with The Social Housing Regulator.

Since our inception in 2002, Reside's motivation has always been to assist and promote independence in the community for adults with a disability, especially those with learning disabilities, enduring mental health problems, autism and/or acquired brain injury.

Reside's primary purpose is to provide good quality housing for its tenants. Personal support is provided by care and support providers through the tenant's personal contractual agreements and social care commissioners. This complimentary approach is designed to promote choice and enhance independent living, whilst at the same time protecting the rights and welfare of our tenants. To achieve these objectives, Reside partners, consults and contracts with many local authorities, local and national care and support providers, tenants, and their families. Our wide ranging experience places us at the forefront in the provision of housing for people with support needs.

Reside provides everyday homes within the community, regardless of the support a group or individual may require, with an emphasis on creating safe and homely environments. Reside has experienced growth over the past couple of years and currently proudly operates approximately 400 properties located throughout the UK, housing over 1450 tenants. We offer a range of accommodation including bungalows, flats, bedsits and shared houses. The vast majority of the properties are acquired on a leasehold basis, but there is a small, but growing, portfolio of properties that have been purchased.

Current Position

Reside have recently invested in a new housing management solution and has completely revamped our performance dashboard and performance reporting at all levels and up to the Board. We are looking for someone who can administer the housing management application and manage our KPI reporting needs, helping managers to build accountability at all levels based on good quality data.

Location

Our offices are in Hampton Wick, Kingston. The offices are within a very short walking distance from Hampton Wick main line rail station. We need someone who can work with the team based at Hampton Wick. Flexible working arrangements including working from home will be considered.

Our Staff offer

A small friendly and values led organisational culture

Flexibility for home working

Contributory pension

How to apply

To apply, please send your CV and no more than 2 sides of A4 describing why you are an excellent candidate for this position to applications@residehousing.com.
If you would like an informal discussion about the role you can agree a time via emailing andrew.rirchardson@residehousing.com.

We look forward to hearing from you.

Kind regards

Steve Harris

Business Development Director

Timetable for Recruitment:

Advertise Role: 10th August 2020

Closing Date: 31st August 2020

Shortlisting: 2nd September 2020

Interviews w/c: 7th September 2020

Job Description

JOB TITLE	Performance Analyst & Systems Administrator
RESPONSBILE TO	Contracts Manager
PLACE OF WORK	Head Office in Hampton Wick, London (Home working considered)
HOURS OF WORK	Full time @ 37.5 hours per week. 25 days' holiday per year plus bank holidays (Part time applications considered)
SALARY	up to £30,000

SUMMARY OF ROLE:

Main Purpose of Job

Performance Management

The Post holder will be responsible for maximising the reporting capability of the various systems within Reside, producing performance reports for managers and wider stakeholders but Importantly also supporting managers to report their own KPIs and exception reports.

Reports will need to be produced to ensure high standards of data presentation and explanation, especially for external stakeholders.

The post holder will help us keep track of the status of our programme of internal projects, what we call our **operating plan**.

Management of Housing Management System

The post holder will take overall responsibility for MIS ActiveH housing management system, which we refer to within Reside as RHAD (Reside Housing Active Database or named by staff as 'rhadamanthus'). The post holder requires a good appreciation of IT principles and concepts but the role is not fundamentally a technical one.

The key purpose of the role is to ensure that RHAD is set up and configured to maximise benefits for the business. The post holder will require a detailed understanding of business objectives and processes to understand how the application can be exploited to deliver business benefits. The post holder will also require a broad understanding of all areas within Reside, so that they understand the interdependencies between different areas of the housing function and so that they can cover appropriately for their colleagues and ensure that the team has the capacity to respond effectively to business requirements at all times.

The post holder will be required to develop strong working relationships with staff at all levels across the organisation in order to fulfil the role effectively. This will sometimes include senior management in order to properly understand business objectives and consequent priorities for technology, IT Management and key users of RHAD.

Key Responsibilities:

- To support Managers maintaining the Reside KPI Dashboard

- Drilling down into data to identify trends, issues and extract business Insight

- Promoting the use of charts and tables in reporting to bring data to life

- Championing the use of data as evidence to support sound business decisions

- To support Managers in ensuring that the definitions of how KPIs are calculated are up to date

- Undertake user administration & security including new user setups for the RHAD application

- Conducting some basic user training and developing training material on RHAD

- Authorising systems changes to systems data on RHAD and ensuring that the Implications of any planned changes are fully thought through and planned

- Identifying areas to extend the use of existing modules of RHAD across the organisation

- Liaison with RHAD software provide on development plans for the system to feed Into Reside's own project planning.

- Improving the proficiency of managers using reporting tools in RHAD including tools such as Power BI

- Carrying out key tasks in relation to RHAD bulk updates and data cleansing.

General

- Follow all policies and procedures in accordance with the role and attend Mandatory training when requested.
- Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
- Carry out any other duties which may be, from time to time, requested by the Chief Executive, commensurate with the position.

Person Specification

Qualifications	• Degree level qualification in relevant subject or equivalent work experience/technical training • Desirable to have Excel competence at intermediate or advanced level
Demonstrable knowledge	• Database systems management • MS Office suite including Excel • Performance reporting of KPIs • Project administration
Skills & experience	• Previous report and data analysis experience is desirable, within housing would be a bonus but not essential • Excellent communication skills (written and verbal) and an ability to interact with stakeholders of all levels is essential
Personal attributes	• Values led and customer service focused • Outstanding attention to detail is imperative, as is an eagerness to learn and develop technical skills. • Able to work well in a team whilst also comfortable with working independently and using own initiative • Be a critical thinker and problem solver who grasps complex issues and effectively compile and analyse complex information and data.