



ROLE PROFILE

Role Title:	Application Developer - Housing
Service:	Business Transformation and Change, Corporate & Customer Services
Directorate:	Finance & Resources
Accountable to:	Business Transformation & Change Service Manager / ICT Client Relationship Manager
Grade:	PO2
Car Category:	Casual
Work Style:	Flexible Office Based Worker

Purpose of role

- The post holder will work within the Council's Business Transformation and Change Team, however, via a business partnering arrangement work closely across Housing Services to support work that delivers the requirements within the Housing Regulatory Framework.
- The post holder will share this commitment to understanding our internal business priorities and develop opportunities to work in collaboration with Senior Leaders, Service Managers, teams and 3rd party suppliers to deliver new ways of working to emerge that are data driven and digital 1st by design, allowing business change to be efficient and effective.
- The post holder will be responsible for developing and maintaining Aareon QL Housing Software / Housing Management system ensuring the platform is functioning optimally. Assist in the development of system processes and integrations to 3rd party systems such as CRM, workflow, housing management, repairs and asset management to enhance our operational efficiency and client service delivery.
- The post holder will be responsible for elements of SQL Server Management ensuring data integrity, security, and performance. This will involve designing, implementing, and maintaining the database schema, writing SQL queries, stored procedures, and optimising database operations for efficiency.



- The postholder will work with teams, managers and partners to co-design new ways of working and encouraging processes emerge that are built on business process re-engineering approaches and service insight data. The postholder will work with managers, partners and officers to produce business process maps that re-engineer, influence and shape new ways of working to emerge that are digital by design.
- The postholder will as part of the project lifecycle, will, when required will assist Senior Managers in the identification and procurement of technical and operational solutions that are digital by design and reduce waste, duplication, hand-offs and deliver Value for Money.
- The postholder will manage and supervise specific resources within the team to ensure that deliverables linked to application development and project outputs are achieved in line with expectations
- The postholder will take responsibility for ensuring and managing changes to workload and conflicting priorities to deliver expected outputs



Key Objectives

1.	Collaborate and build effective relationships with Senior Managers, Officers across Housing / organisation, alongside partners, internally and externally to create new ways of working that enhance capacity and functionality delivering improved service improvements.
2.	Lead on work across the Housing Service to understand, identify, extract and analyze service data that supports visual modelling to emerge that challenges current operating models, with a view to maximizing technology to deliver digital by design services to emerge that reduce costs, waste and duplication.
3.	Lead on the extraction, collation and, analysis of varied datasets across the Housing Management systems and processes, allowing design and modification discussions and planning to emerge linked to improving business systems and processes
4.	Lead on the reviewing and implementation of new reporting mechanisms across Housing that delivers increase performance across the business.
5.	Utilise a variety of techniques to identify and map out current and future business systems and processes, identifying and articulating opportunities for service improvements. This will be delivered within an everchanging environment that will require competing priorities to be managed effectively
6.	Develop, implement and support new features and functionalities within the Aareon QL Housing system and maintain and enhance existing applications for optimal functionality and user experience.
7.	Provide clear analytics expertise, advice and recommendations, to enable Senior Managers and Officers understand business change required to deliver new ways of working to emerge that are data driven, maximising technology and best practice linked to service transformation
8.	Keep up to date with Organisational and service strategy and priorities, so that the outlined objectives are achieved.
9.	Whilst engaging with stakeholders across the organisation and 3 rd party partners, the post holder must act as an ambassador for the Council, providing positive communication, gathering information and insight to influence and shape continued improvements in service delivery within an evolving landscape
10.	Contribute to the Service Action Planning process and own, manage and develop their own areas of responsibility.



11.	Supervise specific roles attached to the delivery of the programme of work assigned, ensuring that performance requirements are met in line with expectations.
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Scope

The Application Developer for Aareon QL Housing and SQL Server will be instrumental in the design, development, and maintenance of software solutions that support our housing management systems. This role requires a deep understanding of both Aareon QL Housing software and SQL Server databases to ensure the delivery of robust, secure, and efficient applications that meet the evolving needs of our organisation.

The developer will be responsible for creating new applications and features within the Aareon QL Housing environment, optimizing SQL Server database performance, and ensuring seamless integration with other business systems. The role demands proficiency in SQL, including the ability to construct complex queries, develop stored procedures, and implement data security measures. Familiarity with housing management processes and regulatory compliance is essential.

Collaboration with stakeholders, including the housing team and IT department, is a key aspect of this role. The developer will gather requirements, provide technical expertise, and deliver training to end-users. Ongoing support and troubleshooting for existing applications are also expected, requiring excellent problem-solving skills and a customer-focused approach.

The Application Developer will have opportunities for professional growth through continuous learning and staying abreast of the latest developments in Aareon QL Housing and SQL Server technologies. Participation in professional networks, workshops, and conferences is encouraged to foster innovation and maintain best practices in application development.

The successful execution of this role will result in enhanced operational efficiency, improved client service delivery, and a robust housing management system that can adapt to future challenges. The developer's contributions will directly impact the organisation's ability to serve its community effectively and sustain its position as a leader in housing management solutions.

Work Profile

1. Performance

The post holder will support the Business Transformation and Change Service in ensuring that high quality performance analysis is achieved and maintained. They will take a supporting role in the delivery of key objectives, priorities and targets associated with the evolving service offer, underpinned by the development of a more evidence/ intelligence-led approach across the



organisation. They will help to support the development of efficient and effective monitoring processes aligned to the outlined performance measurements, developing new indicators and targets as needed.

2. Service Quality

The post holder will have a supporting role in ensuring that the Council's image and reputation is both maintained and improved, through the delivery of a professional and efficient service. They will support the development and monitoring of appropriate performance indicators. They will support the development and implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

They also do not hold budgetary responsibilities

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to individuals within their team and in order to undertake their own role.

5. Supervision and Management

The post holder will directly line manage specific roles identified within the team, ensuring that work is delivered in line with expectations. They will control the day-to-day activities and check for high-standard and quality. The project support officers will be managed within a Matrix management approach.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based, and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will closely liaise with other services and partners as appropriate, to ensure that the Council is able to respond effectively and efficiently to enquiries. They will also help build greater understanding of



service improvement and change initiatives, through supporting the development of clear guidance, standards and toolkits.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the Business Transformation and Change Service Manager, Performance Improvement Lead, Programme Delivery Manager, Head of Service, and Corporate Director as appropriate, detailing progress, risks to success and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their manager, Service Managers and members of the Business Transformation & Change team and customer in order to undertake the duties of the post.

Less regularly, they will be in contact with partner agencies, Corporate Directors and external bodies.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying risks relating to project delivery and service improvement activities and where possible or reasonable, to provide recommendations for mitigating action. They may be asked to lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder may be in contact with members of the public or cases that are difficult and require sensitivity, confidentiality and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities



The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

14. Core Tasks

The post holder will be expected to undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures.

17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity

The post holder is expected to generate ideas and concepts relating to service improvements in order to enhance the internal and external customer experience and to ensure a timely service is delivered. They will be solutions-



focused and able to support the Business Transformation & Change team in working with services, constructively challenging historic practices whilst keeping them engaged in change. They will be expected to refer to the Programme Delivery Manager routinely and certainly prior to implementing key changes.

20. Decisions and Consequences

The post holder will generate ideas and suggestions for consideration by the Programme Delivery Manager, the Business Transformation and Change Service Delivery Manager and the Head of Service. They will support organisational change and will need to exercise diplomacy, sensitivity and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

The post holder will perform a lead support role in ensuring effective analysis is available to support evidence-based business transformation across the Council that ensures high quality, timely service user experience. The post holder will have a proactive supporting role in service development, and they will work collaboratively across the whole organisation and with all levels of staff.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for office-based work.



PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Educated to degree level (or equivalent), or equivalent relevant experience.in a Housing management systems and processes	X		A
	Proven experience with Aareon QL Housing software and SQL Server database management.	X		A, I
	Proficient in SQL, with the ability to write complex queries and stored procedures. Understanding of Power BI within a housing services context to facilitate and drive data driven improvements.	X		A, I
	Experience with software development lifecycle (SDLC) and agile methodologies.	X		A, I
	Proven experience of reviewing services and utilising data analysis, data visualisation and data modelling, to drive change and improvements e.g. Housing services	X		A, I
	Proven experience of working with IT partners to effectively maintain and develop core IT applications to enhance performance.	X		A, I
	Ability to think strategically and communicate effectively at all levels to build credibility and trust to delivering	X		A, I



	<p>shared outcomes in line with organisation priorities.</p> <p>Ability to successfully create process maps that re-engineer old ways of working to improve performance.</p>	X		A, I
Planning and organising work	Well organised, with a commitment to providing a quality service and attention to detail and able to thrive in a dynamic environment.	X		A, I
	Highly developed ability to identify, prioritise and manage tasks to deliver tight timescales.	X		A, I, T
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and management skills.	X		A, I
	Well-developed skills to influence and persuade effective decision making that is evidenced based and demonstrates "buy in" and VFM.	X		A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information and communications.	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
	Ability to undertake Business Change / Service Redesign processes to improve service performance.	X		A, I
	Ability to interpret data that informs new processes and systems to emerge that deliver improvements.	X		A, I
Managing risk	Ability to consider and assess risks associated with project delivery and service improvement across the organisation.	X		A, I
Managing change	Ability to review performance to continuously improve through	X		A, I



	implementation of changes on a regular basis.			
	Ability to promote change in a positive manner to others.	X		A, I
ACCOUNTABILITY and RESPONSIBILITY	Ability to work independently and take ownership of key responsibilities of the post.	X		A, I
Undertakes tasks without supervision	Experience of managing and supervising resources to deliver outputs	X		A, I
Other	Commitment to Equality	X		I
	Commitment to Health & Safety	X		I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first.
- Being positive and adaptable.
- Taking responsibility and achieving results.
- Working together.
- Doing what we say we will do, by when we say we will do it

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management.
- Financial and resource management.
- Leading, motivating and developing.

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours



Sam Tierney		8/7/2024
Signed Line Manager	Signed Head of Service	Date
Print Line Manager	Print Head of Service	Date