

JOB DESCRIPTION

JOB TITLE:	Service Transformation Officer (QL)
GRADE:	Grade 6
REPORTING TO:	Service Transformation Manager
RESPONSIBLE FOR:	N/A

ROLE SUMMARY

The Service Transformation Officer (QL) will support the Service Transformation Manager in the delivery of an outstanding customer experience, supported by technological and digital service solutions. The postholder will work closely with all service areas across believe housing to deliver outstanding, consistent, accessible, and accurate customer experiences enhancing back-office processes and systems that support this delivery and enable staff to work in the believe way.

The officer will support the development of QL and other software systems and applications that support the delivery of services to customers. The postholder will provide support to ensure the efficient and accurate operation of our systems, the implementation of new modules, updates, and developments to enhance operation, functionality and the production of information and performance reports. This includes providing support and development around the implementation and administration of the CRM (Customer Relationship Management) system and the diagnostic and scripting systems which underpin the efficient delivery of the believe customer experience.

The postholder will support the delivery of digital service delivery to customers, working with the ICT Team and other front-facing services to develop, implement and improve our digital service offer. It will also develop, implement, and improve the technological systems and support to enable staff to work in the believe way.

MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of the annual performance review. The points below are a summary of your main duties and responsibilities:

- Work with teams across believe housing to develop, implement and review enhancements to our IT systems to improve service delivery and facilitate better working arrangements across the organisation
- Work with teams across believe housing to ensure the smooth and effective operation of QL and other IT systems, including facilitating working groups, capturing user feedback, supporting and implementing further development

- Develop and deliver in partnership with internal and external teams effective knowledge management processes to ensure consistency of service and that customer contact is dealt with “right first time”
- Ensure the integrity of the information held within our software systems, particularly QL, whilst also ensuring compliance with GDPR
- Work alongside managers and other service areas to improve production of performance information and reports
- Develop strong and effective working relationships with other teams both within the business and external partners to develop and deliver improvements to QL, including associated and linked IT applications
- Support the development and delivery of initiatives that deliver our vision for digital service delivery and working the believe way
- Support in the maintenance and development all the diagnostic/scripting software systems used across the organisation
- Contribute to the development of policies and processes across the organisation to ensure that high-quality consistent services are delivered
- Continue to develop strong and effective working relationships with other teams both within the organisation and external partners to ensure customers receive an outstanding and seamless service and that staff are enabled to work the believe way
- Support and assist on service reviews including process mapping, updating procedures and implementation on all relevant IT systems
- Prepare and deliver training for staff and provide support to improve performance
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Comply with confidentiality and information security policies at all times
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any reasonable and appropriate duties

PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
Qualifications	NVQ Level 4 or equivalent/or experience in a similar role	Evidence of further professional development or qualification	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Experience	<ul style="list-style-type: none"> • Experience in the delivery of operational housing services • Experience of delivering outstanding customer focused services • Experience of partnership working with internal and external stakeholders and agencies to deliver support and advice to customers. • Experience of producing performance management data and determining outcomes and impacts • Ability to work as part of a team and in partnership with other services and officers 	<ul style="list-style-type: none"> • Experience of working in multi-disciplinary teams • Experience of implementing new technology to enhance customer experience • Experience of process mapping and service review • Experience of using diagnostic software systems 	<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks
Skills/knowledge	<ul style="list-style-type: none"> • Working knowledge of current housing issues • IT literate in the use of standard office software, e.g., Word processing, spreadsheets, and databases • Excellent working knowledge of QL/1st Touch and associated IT systems 		<ul style="list-style-type: none"> • Application Form • Selection Process • Pre-employment checks

<ul style="list-style-type: none"> • Excellent interpersonal skills, including being able to influence, persuade and negotiate to achieve positive outcomes • Excellent organisational skills and ability to produce quality work to tight deadlines • Able to use coaching skills to support others • Able to communicate information confidently to a range of audiences • Ability to work on own initiative, manage a high workload and conflicting priorities. 		
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