**

*Recruitment pack*

**IT Officer**

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| **Welcome letter** |

March 2018

Dear applicant

Thank you for your interest in working for Tuntum in the role of Information technology Officer.

We are seeking an IT Professional, who can drive the organisation forward in the use of IT and to develop and improve processes using our existing database. We are looking for someone who is passionate about customer services and shares our mission for improving people’s lives, to lead and develop a stand-alone IT function which supports the needs of our employees and the business.

We are a successful and financially strong organisation with an annual turnover of approximately £8m. We provide affordable homes and services to 11 local authorities

 across Nottinghamshire, Leicestershire and Derbyshire.

We see ourselves as an ambitious and innovative organisation, with a strong record of performance and delivery which has managed to adapt well to the fast-changing environment of social housing.

If you believe you have the right qualifications, experience and aptitude to perform this key role within Tuntum, we would like to hear from you.

To apply please download an application pack and associated documents from our website at [www.tuntum.co.uk/about/careers/](http://www.tuntum.co.uk/about/careers/)

The closing date for completed applications is: **Monday 30th April 2018**

First interviews: **Tuesday 15th May 2018.**

If you wish to have an informal discussion about the post, please do not hesitate to contact me on 0115 9166071

Yours sincerely,

Rafik Ghumra

Director of Resources and Risk

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| **About Tuntum Housing Association** |

Our mission statement is ‘Quality Homes Quality Services Quality Lives’. Our name comes from the West African Asante language and for us represents the following values: **T**rustworthiness and integrity; **U**niting diverse people and making a difference; **N**ew ideas and approaches as an independent organisation; **T**enant and customer driven; **U**sing surpluses to improve lives and communities and **M**otivated, positive and diligent Board and staff.

We were formed in 1988 as part of a national strategy to register and develop BME led housing associations. We still continue to operate under this category today and as the only BME led housing association in the East Midlands we are active members of BME National, a body which represents over 60 similar organisations.

We own and manage 1350 homes across in 11 local authority areas comprising the cities of Nottingham, Leicester and Derby and the boroughs of Hinckley and Bosworth, Rushcliffe, Erewash, Gedling, Broxtowe, Mansfield, Charnwood and Ashfield.

As well as homes for people on low incomes, we also provide specialist accommodation and services to older people, refugees, young people, teenaged parents, ex-offenders, and women fleeing domestic violence.

Our annual turnover is approximately £8m and we have a dynamic housing development programme of approx 50 new homes a year which includes housing for outright sale and shared ownership. We currently employ 63 staff.

In addition to housing we have a long track record of providing non-housing social capital and our most recent achievements in this area have been:

* In partnership with two other local Associations, we established ‘Sound as a Pound’; a project to help individuals to manage their money more effectively.
* We established the Refugee Futures Project which provides services for refugees living in Nottingham, Mansfield and Newark.
* We work in partnership with over 100 volunteers to deliver the highly successful Nottingham Carnival, an event that is a permanent part of the calendar of cultural events held in the city and attracts over 30,000 people annually from all backgrounds.
* We launched the Carnival Heritage Project for which funding has been received from the National Heritage Lottery Fund and which has involved dozens of young people and several schools in pursuing educational and heritage material linked primarily to Nottingham’s BME community.
* We provide work experience for a number of social work students from local universities.

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| **Job description – IT Officer** |

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| **Accountable to:** | **Director of Resources and Risk** |
| **Salary**  | **£30,166 TO £36,576 per annum.**  |
| **Values and attitude:** |
| Tuntum’s aim is to provide a range of excellent and dynamic housing, care and related services in order to enhance the lives of customers and communities. The post holder will support this work by ensuring that the Association’s IT systems are efficient, responsive and up to date. |
| **Job purpose:**  |
| To support the Director of Resources & Risk to ensure that Tuntum’s IT infrastructure including telephony is current, efficient and managed effectively. In addition, you will ensure that the core database that we use is optimised effectively and efficiently. You will drive the use of IT within the association and assist the Director of Resources and Risk in determining the future IT strategy for the associationThe purpose of the job is to: * Ensure that the IT systems meet the needs of all staff;
* Administer the IT Network and develop improvements where required;
* Ensure that the IT systems are capable of producing appropriate financial and other KPI information for users; Regularly produce KPI for the SMT
* Provide frontline IT support when required;
* Ensure that the IT systems are protected at all times
* Ensure that the IT systems assists the organisation in its commitment to deliver excellent value for money;
* Develop the existing core IT housing systems to enable greater efficiency in its use by staff and enhanced information reporting and improving process efficiency
* Also, ensure that the Association’s current telephony is up to date and fit for purpose.
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| **Key Accountabilities:**  |
| **IT Support*** Provide first and second line technical support to internal customers, assisting them with hardware and application problems by phone, email, and face to face. To escalate more complex queries to the external support provider for resolution when necessary. Ensuring a high quality of customer service is maintained at all times.
* Monitor the performance of the external support provider, challenging them when necessary.
* Follow, maintain and develop IT procedures in accordance with best practice.

**IT infrastructure** * Recommend appropriate replacement equipment & software at appropriate times.
* Install and maintain devices, including desktop PCs, laptops, tablets, mobile devices, printers, and other hardware as required.
* Manage Tuntum’s backup procedure, ensuring that Tuntum always has consistent, resilient backups. Ensure that the backups made are sufficient for disaster recovery and where possible, ensure that any third parties are checking the integrity of the backups.
* Maintain accurate, and up-to-date records of Tuntum’s IT assets, including software licenses, on the Asset Register.
* Be responsible for the initial technical support of Tuntum’s IT Infrastructure, including servers, network equipment, etc. To make sure that all issues within Tuntum’s Infrastructure are resolved in a timely manner either by resolving the issues in-house or utilising the third line support provided by external partners.
* Manage all desktop and server updates either directly or via a third party, ensuring that all of Tuntum’s devices are up to date.
* Manage disaster recovery tests with third party suppliers in line with the Business Continuity Plan, ensuring that all issues are resolved in a timely manner.

**Applications*** Act as super user on key line of business applications, eg. SDM, advising on improvements that could be made.
* Ensure availability of key business applications.
* Act as the main point of contact for main software system suppliers, helping to ensure timely support is provided to end users.
* Develop the effective use of the associations housing management database
* Review Business processes in all departments to ensure that we are making the most efficient use of our Core housing management Database
* Drive the use of IT within the association
* Be the driver of IT change within the organisation

**Finance*** Assist in the development and management of the annual IT budget.
* Carry out basic financial procedures during times of absence of main Finance staff.
* Manage and maintain the rent debit and cash posting process on the housing management system.

**General Obligations** * Take responsibility for own personal development and update knowledge and skills, with support from Tuntum, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
* Ensure compliance with the organisation’s policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Care, Health and Safety, Data protection and confidentiality of information, Financial Regulations and Standing Orders.
* To respond to complaints positively and professionally and refer them to the appropriate person for acknowledgement and resolution.
* To perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post.
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| The role requires that some duties may occasionally need to be performed outside normal working hours, ensuring that services are not disrupted by technical maintenance or that technical problems are resolved with minimal service loss. |

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| **Person specification – IT Officer** |

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| **CORE COMPETENCIES** |
| * Acts with integrity, actively promotes and supports the vision and values of Tuntum, building confidence in the association
* Relevant professional qualification. Evidence of continuing professional or management development
* Excellent verbal, written communication, presentation and interpersonal skills. Intellectually capacity to be able to analyse and interpret complex information
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| **KNOWLEDGE AND EXPERIENCE** |
| Essential:* At least three years experience in a similar environment
* Helpdesk support experience
* Excellent knowledge of Microsoft Windows desktop environment in a business context
* Working knowledge of administering Windows Servers, including user and policy management in an Active Directory domain
* Basic knowledge of networking technologies, switches and routers
* Working knowledge of Microsoft Exchange Server
* Working knowledge of VMware virtual server solutions
* Experience of using IT systems to extract KPI data
* Experience of using third party application software

Desirable:* A relevant IT qualification for example Microsoft certification or NVQ, Diploma or degree (or equivalent experience)
* Knowledge of social housing sector
* Knowledge of SDM Housing or other similar housing management system
* Good knowledge of Microsoft SQL Server administration, SQL Reporting Services and T-SQL based reporting
* Intermediate/advanced knowledge of Microsoft Windows Server
* Intermediate/advanced knowledge of networking technologies
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| **SKILLS** |
| * Pro-active approach to problem solving whenever possible
* Excellent customer service skills
* Knowledge of Business systems and processes
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| **PERSONAL ATTRIBUTES** |
| * Ability to work under pressure
* Ability to multi-task
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| **ADDITIONAL REQUIREMENTS** |
| * The role requires that some duties may occasionally need to be performed outside normal working hours, ensuring that services are not disrupted by technical maintenance or that technical problems are resolved with minimal service loss.
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| **Key terms and conditions** |

1. **Position**

IT Officer

1. **Remuneration**

The remuneration for this post is £30,166 to £36,576 per annum.

1. **Additional benefits**

A defined contribution pension scheme. A health plan scheme with the option to upgrade and further extend cover to family.

1. **Annual leave**

Exclusive of statutory day’s holiday, in the first year the post offers 22 days paid holiday. Holiday rises by one day for each completed years’ service up to a maximum of 30 days per year.

1. **Probation**

The probation period for the role is six months.

1. **Working hours**

37 hours per week. Given the nature of the role the postholder is expected to work flexibly and this may include evenings and occasional weekends as required.

1. **Location**

The post holder will be based at the head office at 90 Beech Avenue, New Basford, Nottingham, NG7 7LW.

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| **The advertisement** |

