



# IT Project Manager

## **Candidate Information Pack**

Prepared by Castlefield Recruitment

# About us

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Golden Lane Housing works with people with a learning disability to provide supported housing around which they can build their lives. We were established as an independent registered charity by Mencap in 1998 to help tackle the immense challenges that people with a learning disability face in finding a home.

Since our inception we have invested £122.8 million transforming the lives of over 2,370 people with a wide range of needs in more than 1,200 properties across England, Wales and Northern Ireland. Each year we house over 100 people and continually find innovative ways to provide suitable housing solutions in this ever changing society.

Golden Lane Housing Limited is incorporated in England, Wales and Northern Ireland under the Companies Act 1985 with registered number 3597323. We are a registered community benefit society under the Co-operative and Community Benefit Societies Act 2014, with Registered Community Benefit Society Number 8734 and a Registered Provider, Registered Social Landlord Number 4803.

GLH is regulated by the Regulator of Social Housing.

Golden Lane Housing understands people with a learning disability have different wants and needs when it comes to their home.

That's why we start with the person – and empower them to choose where, how and with whom they live. We work in partnership with more than 150 support providers to ensure people have access to the support they need to live independently in their home and community.

Our work includes:

- Providing high quality rented housing tailored to meet a person's specific needs across England, Wales and Northern Ireland
- Helping families make long-term plans through the use of legacies and family trusts
- Providing specialist landlord services to tenants
- Campaigning for changes to housing related issues for people with a learning disability
- Overseeing the maintenance of over 1,200 properties – including implementing our ten year renovation programme and making sure they continue to meet and exceed requirements in a tightening legislative background
- Our in-house repairs team, Resolve Solutions provides a personalised service to tenants across England
- Working with national and local contractors who provide our day-to-day repairs service and planned maintenance programme
- Providing a 24-hour emergency and emergency repairs helpline
- Giving our tenants the opportunity to have a say and get involved in the services we provide

# Company Culture

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## **Culture:**

We pride ourselves on being an organisation that operates through a diverse workforce and nurtures talent. We aim for all of our employees to feel comfortable bringing their true, authentic selves to work and offer support to them throughout all stages of their lives. Championing positive wellbeing and inclusion and diversity in our workforce and the people we support and work with is at the heart of everything we do.

Our values are also reflected through this. We are also proud to be recognised as a Mental Health Gold champion, a member of Includability and a Disability Confident Committed employer.

# Mission & Values

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Everything we do is about valuing and supporting people with a learning disability, their support networks and associated professionals.

## **Our vision**

Our vision is a world where everyone with a learning disability has opportunities to access good quality housing that meets their needs.

## **Our mission**

To help people with a learning disability or autism find and enjoy a suitable, safe home with advice and housing

## **Values**

- Caring: we support our tenants and colleagues and help them to achieve goals
- Listening: we involve tenants in the review and design of housing services
- Honesty: we build trust with tenants and families with fairness
- Reliable: we are dependable and trusted to keep our standards and commitments
- Creative: we work together in many different ways for great results

## **Our promise**

Our promise is our value-based approach to working with and alongside people with a learning disability. It is central to our daily work practices and our overall customer service delivery. Our aim is to achieve the highest standards of service delivery for both the tenants whose needs we serve and others we come into contact with. The Golden Lane Housing values underpin our promise.

# About

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Job Title	<b>IT Project Manager</b>
Report to	<b>Head of IT &amp; Projects</b>
Perm or Contract	<b>Permanent</b>
Full time or Part time	<b>Full time</b>
Location	<b>Home based</b>

## About the role

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The role holder will work across all areas of the business to facilitate and introduce through projects and work groups high quality technological solutions to issues which cause barriers for end users leading to operational ineffectiveness.

You will design a project plan based on priorities and learning needs and collaborate with users to tease out operational IT issues which prevent colleagues doing their jobs to the best of their abilities. Leading on all projects, the IT Project Officer will support with the delivery of all projects. Using excellent people skills, you will have good conversations and undertake systematic analysis to precisely find and interpret IT barriers. You will also have to assess the scale, cost, and complexity of the solution to create project outlines and set up timescales for delivery once project implementation has been agreed. Establishing automation and streamlining using the relevant IT solutions will be a key deliverable for the role, as well as full use of all systems to establish consistency and value for money.

# Responsibilities

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- Using recognised project management techniques to define and record business change requirements to inform business application improvement activities
- Proactively engage with business and IT colleagues to maintain IT application services and ensure the contractual obligations are delivered
- Establish and lead business information and management information initiatives
- Undertake assessments of application hierarchies and design solutions
- Undertake the reading of stored procedures and server logs
- Monitor the performance of line-of-business applications
- Keep up to date with legislative changes as needed and proactively assess the impact costs and timescales to changes needed for compliance
- Undertake application investigation activities to meet customer management and business information requirements and present findings and recommendations to the Head of IT & Projects
- Supply input and insight to data architecture activities designed to improve the quality and accuracy of data
- Function as the liaison point between business departments, suppliers, infrastructure, and support teams to provide end to end technological solutions appropriate to user need and issues
- Organise, prepare, and lead supporting training events with internal customers
- Assess feasibility and relevance of business change factors which have a direct bearing on Business Case outcomes
- Understand integration strategies between applications and ideally knowledge of application programming interfaces
- Undertake developments following GDPR, Cyber Security, Data Protection, and complete Data Protection Impact Assessments (DPIA) for appropriate software developments
- Coordinate and design user acceptance testing (UAT) processes for specific applications implementations, and work with stakeholders and project managers
- Devising IT Strategy, policy, and procedures
- Support procurement and negotiation of IT supplies (hardware and software)

# Candidate Requirements

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- Microsoft MSCE or equivalent qualification
- Experience in supporting all business use of Microsoft desktop technologies
- Experience in supporting business requirement specifications
- Experience in defining and coordinating user acceptance testing (UAT)
- Experience of designing and delivering IT development projects
- Experience of working with tenant facing housing management systems
- Experience of working within a Defined Project Management Framework
- Experience in working in an ITIL-based service support operation
- Keen attention to accuracy and detail
- Knowledge of SQL and XML coding
- Knowledge of Data Protection legislation
- Ability to remain calm under pressure to meet deadlines
- Ability to finish correctly and accurately assigned tasks
- Able to create and sustain excellent working relationships
- A desire to constantly learn and update knowledge
- An ability to get to the root of a problem and offer solutions quickly and effectively
- Travel will be required so a full UK driving licence is essential

As with all roles within Golden Lane Housing Limited there is an expectation of flexibility to ensure we are providing excellent service to our tenants therefore all colleagues may be called upon to undertake additional duties commensurate with their role.



# Benefits Package

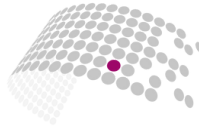
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Here are some of the benefits that Golden Lane Housing Limited provide for our employees:

- Annual leave entitlement that starts at 23 days plus bank holiday and then increases with service
- Purchase of additional leave twice a year
- Hybrid working if you are office based in line with our policy
- Flexible working if you are home based
- Contributory Pension scheme where you pay 5% and we pay 5% which also gives you death in service benefit and income protection
- Occupational Sick Pay entitlement after your 6 months settling in period
- Employee Assistance programme – 24 hours, 7 days a week confidential telephone service
- Access to our employee benefits portal that will give you discounts on shopping, cinemas, gyms etc through purchases you make
- We provide maternity leave and adoption leave that is paid at an enhanced rate, shared parental leave and paternity leave
- Other types of leave which may be paid or unpaid dependant on our policy but includes, compassionate leave, time off to care for dependants, study leave, unpaid parental leave, time off for religious observance
- Payment of Professional Subscriptions if required for the role
- A lease car scheme to enable you to purchase a leased car via salary sacrifice
- Long service awards
- Computer and bike loan schemes
- Mental Health First Aiders and access to our Mental Health Hub
- You can join our Health care scheme called Birmingham Hospital Saturday Fund
- Join our Equality, Diversity and Inclusion Committee and/or our Colleague Engagement Committee
- Credit Union Savings made directly from your salary



Golden Lane Housing



CASTLEFIELD RECRUITMENT

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