

## Client Information Systems Consultant, December 2021 – Job Pack

<b>Job title:</b>	Client Information Systems Consultant
<b>Department:</b>	Client Services
<b>Reporting to:</b>	Client Information Systems Manager
<b>Salary:</b>	£37,609 per year
<b>Hours:</b>	35 per week
<b>Location:</b>	Based in 66 Commercial Street, London (Other locations will be considered)

(Working from home is an option in line with Crisis' homeworking policy minimum of one day a week in the office).

**Contract type:** Permanent

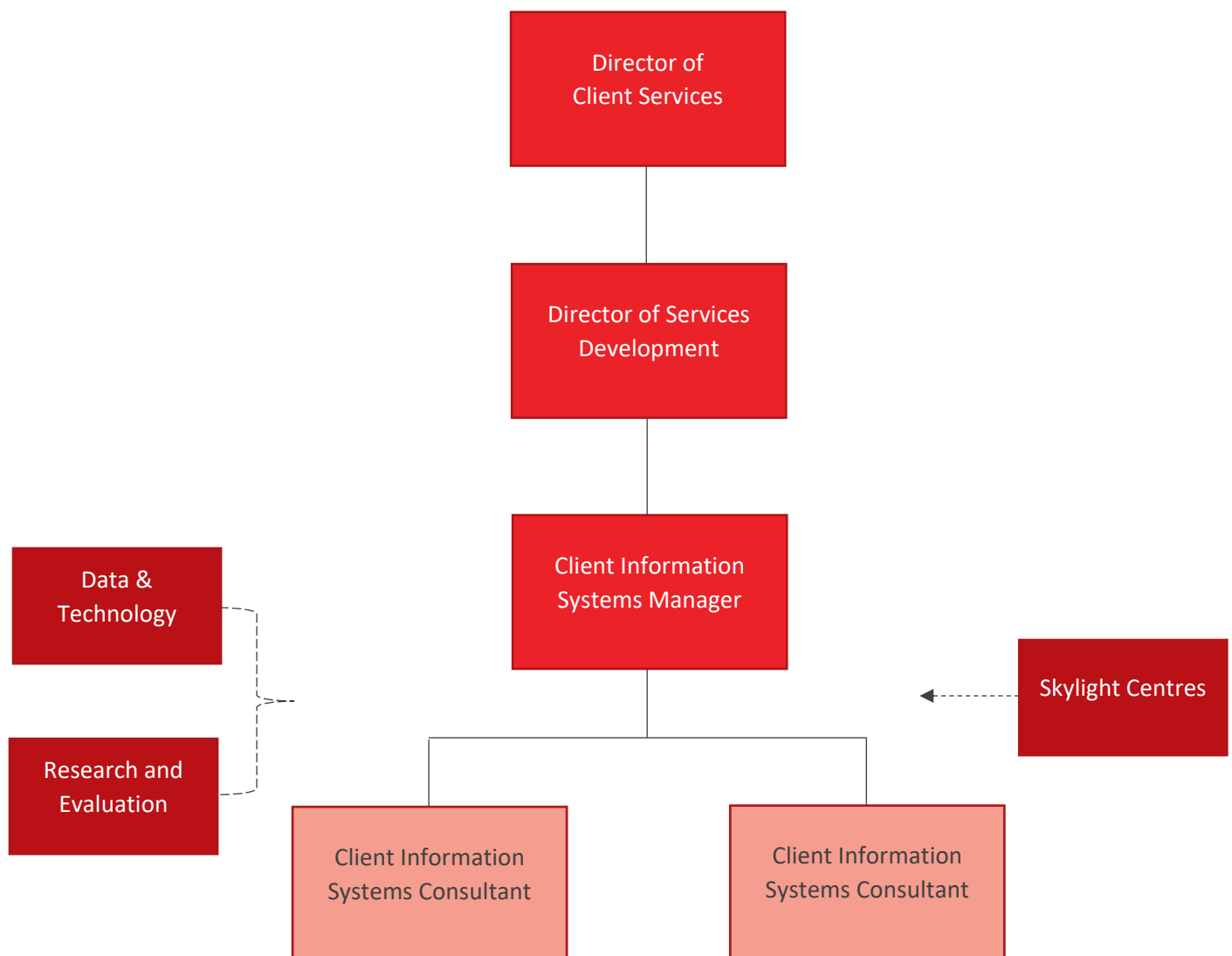
### Aim and influence

- Assist in ensuring the effective operation and utilisation of the Client Services case management system – MAPS – through the support and training of end users; the development and implementation of new functionality; the production of standard operating procedures, protocols and manuals; and a responsive customer-focused advice and feedback service
- Assist in ensuring the case management system is compliant with any information governance and data protection requirements
- Contribute to the development and delivery of Client Services' operations by helping to ensure the quality (accuracy, consistency, timeliness and comprehensiveness) of data about the people using the services; the interventions delivered; and the outcomes and impacts achieved provides the insights required to inform investment and resourcing decisions

### Other key details

- Some evening and weekend work will be required and time off in lieu will be given in accordance with Crisis TOIL policy
- Up to four days may be considered working from home, in line with Crisis' homeworking policy
- Regular travel to all Skylight centres around the UK and occasional overnight stays will be necessary
- A satisfactory enhanced disclosure from the Disclosure & Barring Service is required for this role

### Organisational chart



*Please note structure is subject to change*

### Job responsibilities

#### Case management system development

- Enhance the use of the case management system by maintaining records of feedback from users, and identifying opportunities to improve its functionality
- Support the change control process by providing technical advice to inform the consideration, management and implementation of system change requests
- Develop, test and implement Dynamics 365 customisations to implement changes to MAPS that have been approved

## Client Information Systems Consultant, December 2021 – Job Pack

- Work closely with staff from Data & Technology, Research & Evaluation and Business Intelligence teams, and any external suppliers to develop reporting functionality using Dynamics 365, Power BI and other tools as appropriate
- In conjunction with Client Services and Research & Evaluation team colleagues, develop specifications, definitions and protocols to ensure the consistent recording of key data on interventions and outcomes
- Write and maintain manuals and guides on the operation of the MAPS system; including guidance on how to record key interventions and outcomes
- Assist with the development and delivery of regular training on all aspects of the MAPS system for end users to ensure its effective and consistent utilisation
- Record and manage all system queries from end-users to provide a customer focused and responsive service for those staff using MAPS

### Case management system quality assurance

- Work with Client Services and Research & Evaluation colleagues to define and agree quality standards for data entry and case management records
- Run and review regular reports and investigate anomalies to ensure the integrity of reporting and data outputs
- Maintain efficient systems and reports to monitor the timeliness, consistency, integrity and comprehensives of data entry; raising alerts with the relevant Operational Managers and Directors where standards are not maintained
- Undertake and report on the regular testing and audits of the case management system

### Contribution to team and organisation

- Prioritise own workload and ensure timely delivery on all tasks
- Take part in wider meetings across Crisis
- Support the management and development of Crisis' overall work

### General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required

## Person Specification

### Essential

- 1 Demonstrable experience of developing and implementing customisations in Dynamics 365 or a similar CRM system, including an understanding of back-end database systems and cloud-based services, preferably in a case management environment  
Candidates who lack this skillset but who can demonstrate strong general IT skills and aptitude coupled with a strong background in working with people who are homeless will also be considered
- 2 Experience of developing and implementing reporting solutions and dashboards using Power BI or a similar reporting tool
- 3 Experience of supporting users to maximise the utilisation of customer relationship systems including experience of developing and delivering a variety of training to small and large groups
- 4 Excellent IT systems skills, including previous experience of using and supporting case management / customer relationship management systems
- 5 Excellent analytical skills, with demonstrable understanding of using data to inform and improve the delivery of services
- 6 Understanding and experience of the potential of IT systems to support the achievement of organisational strategies and aims
- 7 Demonstrable experience of working successfully as part of a cross-disciplinary team, whilst also being able to work on own initiative
- 8 Excellent organisational skills, including the ability to manage personal workload and manage conflicting priorities
- 9 Knowledge of and ability to comply with data protection and information governance requirements
- 10 Commitment to Crisis' purpose and values including equality and social inclusion
- 11 Ability to travel across the areas of Crisis' operations, which will include some overnight stays
- 12 Knowledge of and ability to comply with safeguarding procedures
- 13 Commitment to Crisis' purpose and values including equality and social inclusion

### Desirable

- 1 Knowledge of the needs and experiences of homeless people

*We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.*