

Job Description and Person Specification

Systems Manager

Job Details	
Grade	GRD6
Service	Facilities Management
Location	Friargate
Job Evaluation Code	D2152D

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

The purpose of the role is to develop and maintain comprehensive records and processes for land, property, and assets.

You will improve, oversee, and update new and existing IT systems.

You will lead projects involving updates or changes to digital and manual record-keeping systems. Support facilities teams with rental income, portfolio policies, and business planning activities. Document and update property team processes and procedures to ensure accuracy and relevance. Assist service leaders in creating, maintaining, and updating policies and procedures to align with organisational requirements.

Main Duties & Key Accountabilities

Supporting the implementation, development, and maintenance of the Property Asset Management Systems by improving data sets and managing information reporting.
Overseeing the development, maintenance, and administration of Estates Computer System, Geographical Information System, Access Database, and manual systems related to the Council's assets. Customising systems to align with Council requirements, providing user training, resolving daily issues, implementing upgrades, and ensuring data accuracy.
Evaluating changes to software and requests for systems development and make recommendations to Service Managers.
Leading and project managing new developments to software systems.
Creating and generating system reports, including compiling statistics for distribution to users and supervisors.
Developing data export/import files/reports that are required to maintain existing and future Information Systems eg CAFM, PAMs and QubePM.
Providing support and develop training material for current and new IT systems eg QubePM, Property Asset Management Systems, and GIS. Providing technical advice and training to other users.
Assisting the Head of Facilities Management in portfolio policy development, including specific one-off research, budget preparation and monitoring. Providing information and advice in relation to the Council's property holdings
Addressing enquiries while supporting colleagues in utilising property, tenancy, asset, and ownership records, serving as a knowledgeable resource on Council property documentation.
Contributing to delivering a quality assured service through the production and maintenance of new and existing quality assurance policies and procedures
Assisting in the development and maintenance of workflow processes and procedures

Key Relationships	
External:	Software Providers
Internal:	Corporate Property Information Manager Facilities Management Team Finance Legal Services

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Person Specification

Requirements

Knowledge	In-depth knowledge of ICT and its application to improving service delivery and managing large datasets.
	Good working knowledge of property-related documents, the information contained within them, and the relevant legal language which they may use.
	Good working knowledge of financial and accountancy systems, statutory and non-statutory service requirements.
Skills And Ability	Create and design complex databases and spreadsheets using software applications to ensure accuracy and integrity in large datasets. Adapt to changing ICT environments by developing new skills in programming languages and software systems.
	Good project management skills, working to high levels of accuracy and within strict deadlines. Practical and methodical approach to problem-solving. Good budgetary control skills.
	Good communication skills at all levels, particularly in respect of individuals with differing technical knowledge. Summarise clearly in writing and diagrams the key findings of any analysis.
	Good understanding of maps, plans, and other spatial-related data.
	Able to work as a member of a team and also work on own initiative

	and meet deadlines and targets. Work with individuals of differing technical backgrounds, provide training and technical support.
	Able to plan, programme, and secure completion of both internally and externally provided systems activities within budget and timescale
Experience	Experienced in the use and development of computerised information systems, including data structures, presentation, inputting, and reporting. Including the provision of training.
	Experience in maintaining records, working with large datasets to a high degree of accuracy. Planning and the analysis of statistical data and summarising the results accurately and appropriately
	Experience in the use of Geographical Information Systems and development of geographical-based data
Qualification	Degree or equivalent working experience