



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

DATA AND SOLUTION ARCHITECT

WORCESTER

£45,000 TO £48,000 PER ANNUM, 35 HOURS PER WEEK

Based within the Information Systems (IS) function, you will manage and support the integration and development of IS business applications across the Group, focusing on the effectiveness and testing of business information systems, ensuring they are secure, robust and fit for purpose.

This is an exciting opportunity to work within a Business Intelligence Programme where you will operate as an expert in the design and building of data systems aimed at improving business decision making through the management, maintenance and production of key performance indicators and reports.

Managing multiple production, development and test environments, you will be required to utilise your previous project management, technical skills and experience to ensure that projects are delivered within agreed deadlines and to budget. You will also conduct validation and cleansing checks and implement business rules to ensure a high quality product is delivered every time.

A strong communicator and strategic thinker, you will have a demonstrable track record in providing and implementing effective solutions in a similar setting. You will utilise your knowledge of database technologies such as SQL, Oracle or Foxpro, and applications such as SUN, Northgate V5 Housing and Northgate's HR system, to instill confidence in the information provided to the Group. In-depth knowledge of SAP Business Objects Enterprise (R2 minimum), Xcelsius, Data Integrator, Data warehousing, Data concepts, and WEBI is also required. Experience of other Business Intelligence technologies and implementations are highly desirable.

Although this position is office based, occasional travel and overnight stays will be required.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1663.

Closing Date: 5pm on 28th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.
Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.



DATA AND SOLUTION ARCHITECT

Reports to:	Business Information Manager
Scope:	<ul style="list-style-type: none"> ▪ Office based with occasional travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	To deliver high quality business information services in support of Group objectives and the decision making processes of the Group Executive.

CONTEXT

This job sits within the Information Systems function based in Worcester. The function is responsible for delivering IS capability within the Sanctuary Group to deliver high quality services for customers. Job holders will be based permanently at Worcester.

By understanding business and system requirements, the job holder will manage and support the development of IS business applications across the Group, with a particular focus on the robustness of business information systems, ensuring that they are efficient, fit-for-purpose and integrated with all line of business systems. Effective solutions design, environmental, test and project management will be an important part of the this role, working with internal and external stakeholders to ensure development of systems and applications delivered in a timely manner and that are cost effective and efficient. The job holder will operate as the expert in the design of data systems in support of the businesses need for improved decision making technologies and performance management reports.

The job holder will operate within a complex IS environment, and will be required to work closely with colleagues to transfer knowledge and capabilities, particularly with the Business Information team. They will support vendor selection through a tender process and maintain excellent working relationships with external organisations for business information software and hardware. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The key business objectives of this job are to:

- Manage and support the development of IS business information services to deliver the Group’s activities.
- Manage and support the appraisal of new technologies and their suitability for the Group, particularly in relation to data.
- Manage and support the effective resolution of technical problems relating to business information systems and data.
- Manage and support the delivery of projects on time, within budget and to quality.

The job holder will ensure that health and safety and healthy working conditions are promoted within their area of responsibility and that staff fulfil their duties in accordance with the Group health and safety policies and procedures. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group’s key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Deliver high quality IS support services in line with agreed services standards to the business information team to enable them to deliver high quality, cost effective services that meet the needs of the Group.
Measure: Feedback form Group Executive, managers and staff, operational key performance indicators, service standards met or exceeded
2. Provide supporting data and information for inclusion in reports to Group Executive, Directors and other key stakeholders, to support decision making, business planning and compliance.
Measure: Feedback on contribution
3. Support the implementation and maintenance of IS hardware and software to deliver improvements in line with business process models, particular in relation to data, that enable the Group to maximise operational efficiencies, including performing quality assurance and test activities to ensure high standards and compliance to end user requirements.
Measure: Quality and practicality of business process models, operating efficiencies achieved, effective use of quality assurance and testing good practice
4. Manage and maintain effective working relationships with internal and external customers to ensure effective service delivery and compliance with regulatory requirements.
Measure: Strength of relationships, feedback

5. Ensure IS systems are secure and robust to maximise system availability to business users across the Group by responding to, taking ownership of and resolving support calls as quickly as possible and within service levels.
Measure: System availability, system security, support call responses and service levels
6. Manage and support the development and maintenance of appropriate documentation for all system functions, business processes and service changes, including ensuring changes are supported by good service designs (assessment against architecture and standards), service transition plans (training and testing) and operational plans (business usage) prior to live business use, in line with Group objectives.
Measure: Appropriate documentation in place and up to date, service changes are documented and amended
7. Support the recruitment, performance management and development of quality staff to ensure required skilled staff available to meet business needs for delivering IS services and development.
Measure: Number of vacancies, recruitment costs, staff turnover, performance management issues, business needs for development programmes met
8. Manage and support the implementation of and contribute to special programmes and projects in support of the Group's activities.
Measure: Achievement of programme, targets and outcomes

RESOURCES

Finance	Supports the financial management for the Group with turnover of c£400m
Staff	Direct staff – no direct reports but required to support and mentor colleagues as needed to resolve technical problems
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	Is flexible when circumstances change and keeps projects and goals on track by changing the approach they take. Flexes the approach to fit the person or situation faced.
Communicating and Influencing	Carefully considers and adapts the influence approach used to fit the specific needs of the audience. Anticipates and prepares for the reaction of the audience to the way arguments are presented.
Continuous Improvement	Sets challenging but attainable goals aimed at significantly improving the performance of self and others. Works relentlessly to overcome any obstacles or barriers to success.
Customer Care	Identifies the underlying, unexpressed needs of customers and adds value by matching these to available services.
Decisiveness	Looks ahead to the short term (typically up to 3 months) to identify potential issues or opportunities and proactively takes action to resolve/capitalise on these.
Problem Solving	Makes sense of and resolves complex problems by using a range of analytical techniques, breaking down information to understand underlying issues.
Developing Others	Gives short-term task-related instruction or helpful suggestions to support development.
Managing Performance	Imposes new, different or higher standards of performance and insists on compliance with own requests.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ Degree, management qualification or relevant professional qualification or knowledge and ability at an equivalent level ▪ Prince2 Foundation or equivalent ▪ ISEB Test Foundation or equivalent 	√	√ √
Work Experience <ul style="list-style-type: none"> ▪ Recent experience of undertaking a similar role ▪ Proven knowledge of data management and good practice principles ▪ Proven ability to work to deadlines and prioritise work loads ▪ Some experience of working effectively with senior managers and directors ▪ Proven experience of managing projects with strong project management skills ▪ Some experience of producing business/financial information to support the implementation of information system changes in a large, complex organisation ▪ Proven experience analysing and diagnosing problems and implementing effective solutions ▪ Substantial experience in the use of Data Quality,ETL tools in a business environment (e.g. SAP - Data Integrator) and Batch processing ▪ Some experience of Server based database environments (preferably Oracle) 	√ √ √ √ √ √ √	√

<ul style="list-style-type: none"> ▪ Some experience of SQL (preferably Oracle SQL) ▪ Substantial experience of using Graphical Reporting tools (preferably Business Objects) to support effective data management ▪ Some experience of Structured Development Languages e.g. Visual Basic ▪ Proven experience of database administration and performance tuning 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>	
<p>Skills</p> <ul style="list-style-type: none"> ▪ Ability to extract and interrogate data from computer systems ▪ Excellent communication skills including clear written and spoken English ▪ Good negotiation and presentation skills ▪ Excellent interpersonal and customer care skills ▪ PC literacy <ul style="list-style-type: none"> Intermediate Microsoft Word or similar Advanced Microsoft Excel or similar In-depth knowledge of Business Information software applications e.g. SAP Business Objects Enterprise (R2 minimum), Cognos, SQL, Oracle Email and internet communications 	<p style="text-align: center;">√</p>	