JOB PACK

Business Systems Developer (Level 1)

Jigsaw

Creating homes.
Building lives.

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum, plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Standard Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 50 members of the IT department.

Working to a brand-new IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, while always improving security. The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business.

Bring your expertise and enthusiasm and join us in making a difference with IT.

Role Summary

This is an entry level position on Jigsaw's Business Systems team. Joining a team of seven who maintain and support the company's core IT systems providing an essential service to the business for both in-house, mobile and customer facing products.

You will learn to triage all ticket types, assessing priority and escalation routes (including to 3rd party suppliers). You will investigate faults and requests for business-critical products and fulfil other requests under supervision of a technical specialist. You will be using Oracle and MS-SQL databases and query tools and will be expected to become proficient in scripting and data interrogation.

The core systems supported cover all areas of housing including maintenance, housing applications, rent recovery and arrears handling, customer and staff web portals, mobile working, CRM, finance, document management and internal works diary and scheduling.

A successful, and enthusiastic, candidate can look to progress to a more technical, and project focused, role by fulfilling this role and demonstrating proficiency in all the areas required to support our users to the highest level.

Jigsaw operates a flexible working policy. On completion of the probationary period, you will be able to split your work between home and office with up to 50% of your time available for remote working.

Responsible to: Head of Business Systems

MAIN TASKS OR ACTIVITIES

1. Triage all ticket types, reliably assessing priority and escalation route.

2. Fix faults and fulfil requests by following guidance or with the supervision of technical specialist.

3. Carry out daily/weekly monitoring tasks, escalating adverse findings.

4. Review reported issues to identify improvement opportunities.

5. Research and test solutions under supervision of line manager or technical lead.

6. Develop a good level of understanding of ANSI SQL for use with various databases including Oracle, MS SQL and MySQL.

7. Become proficient with the technologies underlying our core systems.

8. Work effectively in the team to support your colleagues.

9. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.

10. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.

11. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

Candidate Requirements

Candidate Requirements:	• Demonstrable proficiency with the Microsoft suite of products (Excel, Word etc) • Exposure and basic knowledge of ANSI SQL and relational databases • Exposure to scripting / coding skills in any language • Ability to analyse problems and find solutions • Ability to work on own initiative and as part of a team • Ability to communicate with people at all levels • Excellent communication skills

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.

Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

Jigsaw

Creating homes. Building lives.