

# Job Description

|                  |  |
|------------------|--|
| Job title:       | Special Projects Advisor                 |
| Reports to:      | Special Projects Manager                 |
| Responsible for: | No Direct line management responsibility |

## Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Special Projects Advisor, you will support the smooth running of key systems and processes, contributing to transformation projects across the organisation. You will provide operational support by assisting with system upgrades, helping to guide and train colleagues, and contributing to identifying opportunities for system improvements. Working closely with stakeholders, you will support the implementation of system changes and training, helping to deliver an effective service to residents and make a positive impact within the community.

framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a special projects advisor you will play a vital role in supporting our organisation's commitment to continuous improvement and ensuring that colleagues and external stakeholders are well-supported with the tools and training they need to deliver high-quality services. Your ability to manage systems and processes efficiently, while providing clear communication and training to colleagues, will be key to maintaining a positive work environment. By ensuring that systems are optimised and well-understood by all, you will directly contribute to enhancing both internal operations and the experience of our customers. Your efforts will help us create a culture of openness, inclusion, and excellence, in line with our core embody these values.

## Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency



## Key Responsibilities and Duties

- Support system changes, upgrades, and transformation projects, including specification testing, creating procedure guides, and delivering training sessions to ensure successful implementation.
- Work collaboratively with IT to support the interpretation of business and operational needs, converting them into clear IT solutions.
- Provide training to both new starters, current colleagues and external stakeholders to ensure they are clear on both system and process in the areas of repairs, voids, mobile stock condition survey and planned works
- Act as a point of contact for front-line colleagues and external stakeholders, providing technical support and guidance to resolve system-related issues quickly and efficiently.
- Collaborate with the IT service desk to address user queries and troubleshoot common problems, facilitating smooth day-to-day operations.
- Deliver and maintain documentation, including procedure guides and specifications, to support ongoing system improvements.
- Organise and deliver training events, briefings, and workshops to ensure colleagues are equipped with the knowledge and skills to handle system changes effectively.
- Support system mobilisation with third-party suppliers and help with day-to-day technical issues, ensuring solutions are delivered in a timely manner to support business operations.
- Support the special projects manager to review and help improve processes, contributing to greater efficiency and alignment with organisational goals.
- Provide post-change support to stakeholders, helping to ensure that any system changes are understood and embedded into everyday practices.
- Identify opportunities for system and process improvements and promote best practices across the organisation.
- Auditing of system processes and usage to address any failures swiftly
- Working with the data team to ensure reporting correctly reflects operational processes and needs
- Contribute to the development and maintenance of an efficient and customer-focused environment, supporting our commitment to delivering high-quality service to residents.

## The must haves:

- Numeracy and IT literacy, with the ability to use company operational software and troubleshoot technical issues.
- Experience in incident, problem, change, and release management activities.
- Experience in supporting system operations and providing technical support to users.
- Liaising with third-party suppliers mobile system integration and to resolve issues.
- Excellent communication, organisational, and prioritisation skills, with the ability to collaborate effectively across teams.
- Ability to develop and deliver training on systems and processes, ensuring that colleagues are well equipped to manage changes.
- Experience in supporting system operations and providing technical support to users.

- Strong problem-solving skills, with a solution focused approach to technical and operational challenges.
- IT literacy and the ability to work with operational software, including the ability to author and deliver training sessions.

## The added extras:

- Experience working in a change management environment, with a focus on process improvements and system upgrades.
- Familiarity with providing technical support and training for housing management systems or similar operational platforms.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.