JOB DESCRIPTION

Job Title: Digital Services Assistant

Grade: EVH Grade 6

Accountability: To the Finance and IT Manager, with day-to-day supervision provided by the Finance Officer. The Finance and IT Manager sets digital priorities and retains responsibility for technical direction, budgets and approval of material changes.

Responsible for: No direct reports

Hours: 35 hours per week

Basic Function: Deliver improvements to Rosehill's business systems, digital processes and reporting capabilities in line with the Digital Strategy. Progress agreed digital projects from identifying requirements through testing, implementation and review. Provide practical systems support and guidance to staff, improve data quality and reporting, and act as the operational point of contact with external IT and software providers. Work independently within agreed priorities and delegated authority, under the day-to-day supervision of the Finance Officer and technical direction of the Finance and IT Manager.

1. Main Duties and Responsibilities

1.1 Work planning and professional judgement

Develop and maintain a prioritised programme of systems and digital improvements with the Finance & IT Manager in line with Digital Strategy. Identify requirements from service performance, recurring problems and user feedback; assess the options, resource implications, risks and expected benefits. Independently progress approved work, choose suitable technical approaches within policy and take responsibility for the quality and completion of outputs.

Manage competing support and project demands, negotiate realistic delivery dates with colleagues and suppliers, and escalate decisions outside delegated authority with a clear recommendation. Maintain sufficient documentation and cover arrangements.

Agree day-to-day work priorities with the Finance Officer within the approved digital programme. Report progress, workload pressures and routine service issues to them. Refer technical decisions outside delegated authority and proposed material changes to the Finance and IT Manager with a clear recommendation.

1.2 Business systems and HomeMaster

Act as the internal operational lead for the use and improvement of HomeMaster and associated applications. Investigate issues affecting workflows, records, templates, interfaces and reporting, distinguish system defects, configuration problems, data errors and training needs. Agree practical solutions with service owners and suppliers and follow them through to verified resolution.

Maintain a documented record of approved configurations and changes. Coordinate releases, test relevant business processes and check effects across departments. Carry out configuration work only within approved permissions, supplier guidance and change controls.

1.3 Reporting and data quality

Translate managers' information needs into usable reports and dashboards using approved reporting tools, potentially including HomeMaster reporting, Excel, Power Query and Power BI. Select suitable data sources, document definitions and calculations, build and test outputs, investigate discrepancies and maintain refresh and access arrangements.

Work with data owners to correct underlying issues and prevent recurrence. Maintain a register of reports showing their purpose, owner, data source, calculation rules and review date.

Service managers retain responsibility for business definitions and approval of information used in formal returns and decisions. Validate report completeness and accuracy against agreed source records and control totals, and obtain the relevant service owner's acceptance before operational use.

1.4 Digital projects and process improvement

Deliver allocated projects from requirements gathering to operational handover. Map existing processes with staff, identify unnecessary effort and control weaknesses, and recommend proportionate improvements. Maintain project plans, costs, dependencies, risks, decisions and progress reports. Coordinate suppliers and internal participants against agreed milestones.

Develop approved forms, workflows and small automations where appropriate.

Define acceptance criteria, arrange user testing, document results and defects, prepare rollback arrangements and secure the required approval before implementation.

Compare results with the original objectives and address outstanding issues after launch.

Evaluate proposed digital tools, including AI-enabled features where relevant, for practical value, data handling, reliability and support requirements. Pilot only approved solutions using authorised data and maintain human review of outputs that influence service decisions.

1.5 Staff queries and operational support

Provide a clear internal contact for systems and digital queries. Record, assess and prioritise requests; investigate application and process problems, resolve matters within competence and route infrastructure, device or specialist faults to the appropriate provider. Retain ownership of communication, follow-up and confirmation that the service has been restored.

Use recurring incidents to identify permanent improvements. Maintain a knowledge base of resolutions and explain workarounds and service interruptions clearly.

Coordinate approved business requirements for telephony, including 3CX, with the relevant supplier and support providers.

1.6 Supplier liaison and service performance

Act as Rosehill's routine operational liaison with the external IT provider and business-system suppliers. Provide clear fault evidence and requirements, agree actions within existing contracts, challenge overdue or incomplete work and verify delivery with users. Report persistent service failures and proposed contractual changes to the Finance & IT Manager.

Maintain an action log, service-performance information and renewal calendar. Support specifications, demonstrations and comparison of options for procurement. Check delivered work against agreed requirements and advise the Finance & IT Manager on value, risks and acceptance, commit expenditure only within written delegation.

1.7 Access security and continuity

Coordinate authorised joiner, mover and leaver requests with managers and providers. Maintain evidence of approvals, check completion and assist periodic access reviews. Apply appropriate permissions to reports and digital workflows and refer unusual access requests or proposed changes to key controls for approval.

Work with the Finance & IT Manager, data protection lead and providers to document information flows, retention requirements and privacy considerations for proposed changes.

Promptly report suspected security incidents or data loss and support evidence gathering and agreed response actions. Coordinate evidence and follow-up for provider-managed security, backup and recovery controls, participate in continuity exercises and user-side recovery testing.

1.8 Training advice and procedures

Assess staff support needs and deliver practical induction, demonstrations and guidance tailored to different levels of digital confidence. Develop clear user instructions and support departmental system champions. Check that training improves use of the systems and reduces repeat errors.

Provide specialist advice on systems use and contribute to digital procedures and policy reviews. Explain options and risks in plain language. Consider accessibility and users who need assisted or alternative routes when developing customer-facing services with service managers.

1.9 Expected outputs

Maintain an up-to-date support and improvement register; a monthly progress report covering delivery, overdue issues, supplier actions, risks and decisions; tested reports with documented definitions; and complete project handover records.

Agree service and performance standards with the Finance and IT Manager, take responsibility for achieving them within delegated authority, and review progress and corrective actions with the Finance Officer.

2. Other General Duties

Maintain confidentiality and comply with Rosehill's policies, including equality, data protection and health and safety. Keep technical knowledge current, support agreed cover arrangements and undertake other duties reasonably consistent with the scope and evaluated grade.

This job description provides a general guide to the role. Delegated authority and reporting arrangements must be approved before the proposed responsibilities take effect. It should not be regarded as an exhaustive list of tasks.