

Blairtummock Housing Association

Job Description

Job Title: Project Lead - Housing Management System Transformation

Responsible To: Housing Services Manager

Purpose of the Role

To lead the successful digital transformation of the Association's housing management platform through the implementation of Rubixx Housing Software, ensuring that data, workflows, business processes and staff capabilities are effectively redesigned and transitioned to support high-quality services, operational efficiency and regulatory compliance.

The postholder will be responsible for delivering the project within agreed timescales and budget while ensuring minimal disruption to tenants, customers and staff.

Key Responsibilities

Project Management

- Develop and maintain the overall project plan.
- Manage project scope, milestones, dependencies and deliverables.
- Establish project governance arrangements and reporting mechanisms.
- Prepare and present regular project progress, performance, budget, risk and issue reports to the Senior Management Team and Board.
- Monitor project risks, issues and mitigation plans.
- Monitor project expenditure and ensure delivery within approved budgets.
- Support procurement and supplier contract management activities where required.
- Ensure delivery within agreed timescales and budget.

Data Quality and Migration

- Lead a comprehensive review of data held within SDM.
- Develop and implement data cleansing plans.
- Ensure compliance with GDPR and organisational retention schedules.
- Oversee data retention, archival and deletion activities.
- Coordinate data migration activities with Rubixx consultants.
- Validate migrated data and ensure accuracy and completeness.

Business Improvement and Service Transformation

- Review existing services and business processes across the organisation.
- Identify opportunities to improve efficiency, productivity and customer outcomes.
- Redesign business processes to maximise the benefits of Rubixx.
- Remove duplication, streamline activities and introduce automation where appropriate.
- Work collaboratively with managers and staff to develop improved ways of working.
- Support continuous improvement and benefits realisation throughout the project lifecycle.

System Configuration and Workflow Development

- Work with service managers to translate business requirements into effective system solutions.
- Design and implement efficient workflows within Rubixx.
- Configure system modules to support operational requirements.
- Ensure workflows support compliance, performance monitoring and customer service standards.
- Promote best practice and effective use of system functionality.

Testing and Implementation

- Develop testing strategies and testing schedules.
- Coordinate User Acceptance Testing (UAT).
- Ensure identified issues are addressed before go-live.
- Support phased implementation and post-go-live stabilisation.
- Monitor implementation outcomes and recommend improvements.

Change Management and Training

- Develop and implement a comprehensive change management plan.
- Engage staff throughout the project lifecycle.
- Create training materials, user guides and support resources.
- Design, develop and deliver in-person training sessions, workshops, system demonstrations and refresher programmes.
- Evaluate training effectiveness and support ongoing learning.
- Support managers and teams to adopt new ways of working.

Stakeholder Engagement

- Build and maintain effective relationships with stakeholders.
- Act as the principal point of contact for implementation partners.
- Facilitate workshops, consultation sessions and business improvement activities.
- Promote collaboration across departments.
- Ensure stakeholders are informed, engaged and supported throughout the project.

Compliance and Governance

- Ensure compliance with:
 - Scottish Housing Regulator requirements
 - UK GDPR
 - Freedom of Information legislation
 - Data Protection legislation
 - Internal policies, procedures and governance standards

Continuous Improvement and Benefits Realisation

- Review lessons learned throughout the project lifecycle.
- Promote best practice in project management, digital transformation and service improvement.
- Measure, monitor and report on project outcomes and benefits.
- Support benefits realisation following implementation.
- Identify opportunities for ongoing system optimisation and service enhancement.