### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Information Systems Officer</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>ESTATES</td>
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<tr>
<td>Grade:</td>
<td>RHUL 5</td>
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<tr>
<td>Accountable to:</td>
<td>Service Delivery Manager</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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#### Purpose of the Post

The role holder is responsible for the effective management of Estates and Facilities Management information and acts as the principle guardian of the department's information systems. They will ensure that systems are operating, maintained and developed to maximise the potential of existing software and future interfaces.

#### Key Tasks

1. Manage own workload, assessing and implementing multiple priorities as necessary.

2. To manage and maintain Estates CAFM and other essential information systems as a Superuser/Administrator, assist in facilitation, implementation, maintenance and revisions to all data.

3. To lead the department in the day to day running and service support of the Estates information systems and ensure that appropriate modules of Planet and other information software are kept up to date: the Common Data Environment.

4. Continuously seek to identify and develop system functionality by maintaining an in-depth working knowledge of Planet FM Enterprise software. Maintain clear records, ensuring information is up to date.

5. Own the complete lifecycle flow of information ensuring that it is documented and that validation takes place prior to publication and upload into the department systems.

6. Proactively liaise with the Estates Teams that use its systems ensuring that current issues, moves, projects and maintenance requirements are accurately reflected in the system.
7) Manage the annual HESA review working with the Space Manager including:
   a. Issuing of reports and setting relevant deadlines.
   b. Liaison with relevant representatives from all departments across college.
   c. Issue of final reports to Departmental representatives for verification.
   d. Upload of revised information.
   e. Collate Timetabling data for CAFM Central Timetables space.

8) Provide support for the Department with software issues relating to system issues as they occur liaising with IT and external providers as necessary to find a resolution.

9) Manage the upload and update of systems as required, for example Legionella, Asbestos, Assets, New Builds, Asbuilt etc.

10) Develop and maintain a good working relationship and communication channels with IT Business Applications and the software providers. Take an active role with Stakeholder to gather feedback on system improvements.

11) To assist department managers with the provision and analysis of statistics

12) Lead on information flow processes keeping abreast of industry trends and developing internal data transfer to meet best practice and provide process efficiency and clarity

13) Actively promote, communicate, and assist with internal and external persons to understand the information requirements, flows and processes

14) Be an active Estates champion for its systems attending IT related user and consultation groups and being the key liaison between Estates and the IT department

15) Actively seek to develop knowledge and operational skills with the departmental systems through continuous development and training

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.