

JOB PROFILE

Post Title: Research & Information Officer

Post No: A00649

The Research and Information Officer is part of a team whose function is to develop comprehensive information and policies on housing, and to contribute to the development of Housing Strategies for Shetland.

The Research and Information Officer will have a role to play in liaising with various agencies and individuals to ensure that all relevant information is gathered, interpreted and disseminated appropriately.

The Research and Information Officer will assist with the production of performance related information for internal and external purposes, including the production of statutory performance indicators.

Specific tasks of the Research and Information Officer will be:

- To gather data and information from a variety of relevant sources, including internal systems (e.g. Housing Management System) and to liaise with individuals from within the council and other agencies to obtain relevant data and information for analysis;
- To analyse and interpret a wide range of qualitative and quantitative data using a variety of formats, identifying trends, performance indicators and producing reports on findings. This will involve analysing complex data and designing appropriate reporting systems and formats to suit varied customers and colleagues;
- To assist in the presentation of findings within written reports and as visual presentations e.g the annual report to tenants;
- To liaise and consult with various agencies in order to gather necessary information and to keep key individuals updated;
- To assist in the development of all housing policies, procedures and the development and updating of the Housing Quality Manual
- To assist with monitoring service improvements through the use of appropriate techniques, e.g survey analysis, exception reporting
- To advise and guide colleagues and customers through updating the website with relevant information
- To play a key role in the consultation process of the development of all Housing policies and procedures;

- To ensure that corporate guidance on records management, Freedom of Information and Data Protection is complied with;
- To develop innovative means of consulting with all Housing service users, e.g updating internet information, developing customer feedback forms, design, production and analysis of surveys;
- To design, develop and maintain up to date leaflets, web-based information and surveys in appropriate formats; and
- To carry out any other tasks that may be required in order to progress the development of comprehensive housing research and information.
- To assist in developing and maintaining the information systems used by Housing Service, liaising with the SIC ICT service and external ICT providers.
- To provide system and administrative support for the Service's Housing Management System and ensure data quality and compliance.

From time to time, the Council may require the post holder to undertake duties outside those specified.

PERSON SPECIFICATION

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This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment and selection process, we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's values, please visit the Shetland Islands Council's website and search for 'Our Values'.

Additional post specific attributes are set out below;

	ESSENTIAL	DESIRABLE
Personal Features/Qualities	Self-disciplined and able to work to strict deadlines. Capacity for innovative thinking. Capacity to work under pressure.	
Relevant Experience	Experience of using IT based spreadsheets and databases	Experience of using an integrated housing management system.

	Experience of using statistical analysis software,	Experience of Geographical Information Systems (GIS)
	Experience of conducting research and statistical analysis	Some experience of working within housing
	Experience of using system-based reporting tools	Experience of Quality Management Systems
	Experience of interpreting information from a variety of sources and in various formats.	
	Previous relevant experience in a social policy setting.	
Education	Possession of a Degree or equivalent qualification	Possession of a relevant housing Qualification
Skills, Abilities and Knowledge	Knowledge and understanding of housing policy issues	Knowledge of Housing legislation.
	Communication skills.	
	Presentation skills.	
	Statistical and analytical skills.	
	Ability to interpret data and identify trends and patterns	

Allowances: Distant Islands Allowance
 Evaluated Grade: H
 Date of Evaluation: 19/04/2010
 Category: Business Support
 PVG Membership: -
 Register of Employee Interests Requirements: -
 Disclosure Check: -
 Pre-Employment Medical Questionnaire: -
 Date of Last Amendment: 27/10/2026