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| **Job Description** |
| **Post title** | Housing Manager  |
| **JE Reference No** | N10826 |
| **Grade** | 14 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Development & Housing – Housing Solutions |
| **Reporting to** | Strategic Manager for Housing |
| **Location** | Your normal place of work will be Crook or Seaham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

Thepost holderwill be responsible for ensuring a high-quality delivery of service to private landlords, and private tenants. These will include implementing a selective licencing model for County Durham as well as the ongoing development of the scheme.

The post holder will manage the compliance and enforcement element of Private Sector Housing functions in relation to Parts 1, 3 and 4 of the Housing Act 2004 and associated legislation.

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| **Duties and responsibilities** |

* To provide leadership, vision and management to the Housing Solutions service and be responsible for the delivery of private rented sector initiatives and lead on all private landlord engagement across private sector housing functions.
* To effectively manage the compliance and enforcement of any selective licensing scheme as set out under Part 3 of the Housing Act 2004.
* To effectively manage the compliance and enforcement of the Private Sector Housing Enforcement Team using regulatory powers under Parts 1 and 4 of the Housing Act 2004 and other associated legislation.
* To represent the service at meetings, courts, tribunals and inquiries.
* To assist in the preparation, management and monitoring of the budgets assigned by the Strategic Manager for Housing and exercise proper management control in relation to financial management of the service area; identifying variance and taking appropriate action as necessary to ensure statutory or other financial obligations are achieved and comply with current and future legislation.
* To ensure effective and positive management of all employees within the service, ensuring high performing motived teams and effective operations.
* To lead and manage the housing service with a clear focus, delivering excellent integrated customer experience and outcomes, planning for long term service objectives.
* To have oversight and accountability for countywide licensing within the teams and to oversee the effective allocation of work activity, promote and develop excellent performance and manage poor performance.
* Promote innovation, efficiency and customer focus in all service delivery within the teams.
* Interrogate and monitor performance, identify opportunities for service quality and performance improvements and implement improvement targets.
* To assess all necessary resources required to fulfil the team responsibilities including the use of temporary staff ensuring that these are effectively and efficiently utilised to ensure value for money and delivering within budget and that professional/technical standards are upheld.
* To work with colleagues on a multi-disciplinary, partnership basis to develop projects and services for individuals and their families to help the council to achieve its objectives.
* To lead in the strategic direction of the team ensuring effective communications to all stakeholders and partners, promoting and presenting the work of the service at boards and other forums.
* To ensure that there is effective communication through attendance at meetings with colleagues, Cabinet members, Neighbourhoods, partners and the public.
* To deputise for the Strategic Lead for Housing and represent the Service at local, regional and national meetings and events.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level (or formal qualification) in relevant discipline (eg Environmental Health)
 | * Chartered membership of a relevant technical institution
* Commitment to continuous improvement
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| Experience | * Experience of property licensing, environmental health and housing enforcement
* Extensive technical experience in relevant discipline
* A successful track record of developing services
* Experience of effectively managing teams and budgets
* Experience of working with a wide range of agencies and partnerships
* Experience of successfully initiating, planning and managing projects taking into account associated risks
* Experience of leading meetings and giving presentations
 | * Development of practice standards.
* Experience of managing teams with multi-disciplinary backgrounds
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| Skills & Knowledge | * Ability to motivate staff and generate a good working environment which develops a team approach
* Detailed knowledge of local, regional and national issues for housing
* Detailed knowledge of all relevant legislation
* Excellent verbal and written communication skills
* Problem solving, financial control and organisation
* Excellent leadership delegation and team building
* Good ICT Skills
 | * Able to evidence the ability to manage staff recruitment, retention and motivation
* An understanding of local authority and County Durham Vision 2035
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| Personal Qualities | * Approachable
* To be able to demonstrate vision and leadership across the teams.
* Ability to speak and present with clarity in group settings and meetings.
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
* May be required to work outside of normal office hours
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