



Job Profile

Service Manager (Housing and Neighbourhood Services)

Grade N (SCP 43 – 46)

Group: Housing, Environment and Healthy Communities

Service: Localities and Housing Options

Location: Civic Centre

Line Manager: Service Director (Localities and Housing Options)

Car User Status: Casual

Job Purpose

- To play a pivotal role ensuring the delivery of Housing and Neighbourhood services across the range of activities and to work closely with the senior management team to achieve positive change within the organisation.
- To ensure the effective coordination of housing and neighbourhood services provided to residents, delivered directly or in conjunction with partner organisations, making sure that services meet the aims and objectives of the Council and are delivered to high standards of customer service.
- To support the review and development of strategies and service policies and procedures with involvement of customers, employees and key stakeholders to define the approach of the following business areas:
 - Tenancy Management
 - Maintaining and improving neighbourhoods including estate management services
 - Older Persons Services including gardening services
 - Multi Storey Management and handyperson services
 - Coordination of neighbourhood housing services provided to residents
 - Regeneration projects
- To manage and develop the team with a focus on performance, meeting service standards, equality and diversity, value for money and efficiency and ensure that the service operates within the overall aims and objectives of the Company.
- To contribute effectively to the Councils Housing Strategy and work in partnership to deliver the Councils Thrive Agenda

The key roles of this post will include:

To provide management team and employees with clear, professional expertise and advice which supports the achievements of the Councils objectives and embraces best practice, innovation, continuous improvement and meets regulatory, legislative and data protection requirements



- To work with the senior management team and employees, contribute to the effective management of the organisation and the delivery of strategies, service plans and targets, applying effective team leadership to ensure that the organisation is responsive to a changing and challenging external environment and to customer priorities
- Develop effective relationships with Portfolio members and ward members. To regularly report on performance to customers, management teams, team members and governance bodies
- To play an integral role in promoting a positive culture of health, safety and wellbeing which is both employee and customer focussed, taking responsibility for the delivery, implementation and embedding of associated policies and corporate objectives in accordance with Health and Safety Policies.
- To act as an ambassador for equality and diversity, ensuring a continual review of the impact of change on both our employees and customers to ensure we do our best to not disadvantage a particular group(s); maintaining our commitment to be an inclusive employer and landlord
- To promote a positive workplace culture ensuring that employees are recruited, developed, and motivated to work effectively, develop their full potential through a coaching and mentoring approach, treated fairly with dignity and respect, encouraged to contribute and influence service plans and ways of working which contribute to the Councils aims and objectives
- To initiate, develop, implement and continuously improve service standards, policies and procedures with the involvement of employees, customers and key stakeholders that reflect best practice including areas of housing and neighbourhood service associated with any new areas of operation that contribute to improved social, economic, environmental, and health outcomes
- To ensure all aspects of housing and neighbourhood services are cost effective and delivered to high standards of customer service, delivering sustainable tenancies and safe, clean and secure neighbourhoods, through outstanding stewardship of estate environments and giving clear and relevant advice on neighbourhood services to customers
- To build customer involvement and in services, increase customer influence and service accountability to deliver customer focused outcomes and performance standards
- To be a highly effective ambassador with a strong external profile to ensure effective engagement, visibility and influence with key external stakeholders
- To proactively keep an up to date awareness and understanding of relevant policy, good practice and innovation and actively seek out opportunities and partnerships to expand and improve services
- To provide effective leadership on cross organisation multi-disciplinary project teams and act as a service lead on specific projects



- Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge of:

- The Social Housing Sector

Experience of:

- Working as part of a senior team, delivering work programmes and projects
- Managing and coaching employees, supporting them through times of change
- Working with and supporting Governance via Boards, Committees or Task and Finish Groups
- Working in a regulated and highly customer focused sector/environment
- A strong commitment to working in partnership
- Promoting and embedding key policies and procedures within the workplace including equality and diversity and health, safety and wellbeing

Qualifications

- A relevant professional qualification, degree or management equivalent, or can demonstrate substantial relevant experience at a management level

Desirable:

Knowledge of:

- Data protection and information sharing & GDPR principles
- Social care, Health and Safeguarding practices

Experience of:

- Managing a multi-disciplinary team in customer focused sector/environment
- Producing reports and analysing management information



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences
Developing Teams and Individuals	Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high level organisational issues, and encouraging individuals to stretch beyond their current capabilities
Managing Performance	Effectively manages the performance of teams and individuals to ensure results are achieved
Personal Impact	Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity
Making things happen	Empowers people to initiate change. Supports innovative ideas and new ways of working
Managing Service Delivery	Focuses on the community and service users to develop responsive customer focused services. Promotes cooperation by working with internal and external partners to plan, develop and deliver excellent services and operates effectively within the political framework and corporate policies and guidelines.
Business Acumen	Understands and utilises financial and performance data to identify business strengths and weaknesses. Is quick to understand and deal with a business situation in a manner that is likely to lead to a good outcome.
Facilitating Change	Proactively leads and builds momentum for change and sees it through