2021 VAC 212  
**Job Description**

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| **Job title** | **Service Improvement and Growth Manager** |
| **Grade** | **Grade 8** |
| **Service/Team** | **Neighbourhood/ Building Services** |
| **Main purpose of job**. | 1. To lead in the development of service improvement, innovation and growth within Building Services. 2. To lead on the development of all Service Plans including the Service Improvement and Business Development Growth Plan and Service Performance Plan. 3. To lead on internal and external partners and customers relations in order to positively position the service to enable its future sustainability and growth by securing all existing, new and future work that enables increased productivity and financial growth. 4. To build and sustain existing customers and relationships as well as identifying new customers and market and work opportunities. 5. Leading on new service innovations, best practice and market opportunities you will advise on potential strategic service direction to the Building Services Manager and Assistant Director of Housing. 6. To ensure that a first-class building service is delivered. |
| **Key responsibilities** | 1. To develop and keep updated a Service Improvement and Business Development Growth Plan and Service Performance Plan. 2. To establish service performance and growth target as well as Key Performance Indicators (KPIs) that drive service excellence and enable the sustainability, growth and improved financial performance of the service. 3. To provide reports on the service performance against agreed KPI’s and service growth targets on a monthly basis or as required for the needs of the service and associated targets. 4. To develop and implement all service plans including the Service Improvement and Business Development Plan and Service Performance Plan. |
| **Key tasks** | 1. Lead on the implementation of service improvement projects and programmes. 2. To ensure appropriate systems and processes are developed that supports the Building Services Manager, Repairs and Maintenance Manager and Minor Works Manager in operational service development activity. 3. To ensure industry best practice and innovation is monitored, assessed and where possible implemented within the service. 4. To support the training and development activities across service transformation and service improvement and growth programmes. 5. To support the Building Services Manager in the monitoring, assessment and evaluation of financial service monitoring and KPI development and review. 6. Undertake periodic reviews of operational procedures within the team to ensure they are still relevant to the activity and implement any identified improvements to optimise performance. 7. Contribute to the development of service and Council wide related policies, procedures and initiatives. 8. Assist the Service Improvement Team with the implementation of all service and work activities so that they positively impact on service delivery, development and growth. 9. When required undertake service investigations and reviews. 10. Take action to ensure the Building Services Manager is informed immediately of any issues that may disrupt service delivery. 11. Where appropriate act as the Council’s main contact when registering with national inspectorates such as the NSI and Gas Safe bodies and co-ordinate all activities and record keeping ensuring the Council’s membership remains valid. 12. Lead on all internal and external relationships with customers and clients in the pursuit of effective and positive relationships that create business develop and growth opportunities. 13. Engage with all customers to assess their work programmes, requirements and future needs in order to sustain relationships. 14. Investigate and resolve customer complaints effectively. 15. Develop and maintain service level agreements and partnership agreements with internal and external customers. 16. To work in partnership with other Sections and Directorates of the Council and external organisations. 17. To engage with other organisations and businesses in the development of service review and innovation activities so that evaluation of new service delivery and improvement opportunities can to place. 18. Provide monitoring and service-related reports as required in the delivery and improvement of the service. 19. Lead on market analysis and trends including the examination of market delivery models and best practice and ensure all opportunities to improve Building Services are explored and reviewed. 20. To undertake market analysis to determine growth opportunities within core market areas and any new operating areas that may offer service and financial growth. 21. Assist in dealing with work requests, complaints, queries and representations from customers, members and others as required. 22. To prepare reports as required for the service with focus on service improvement and growth. 23. Prepare reports for consideration on issues that may affect the business, such as changes to legislation, regulations and other external influences. 24. Provide project specific written reports in a timely manner as and when required. 25. Ensure all records are accurate and up to date within the business area. 26. Assist the Building Services Manager with the financial management of the service. 27. Manage procurement processes that are required for the effective delivery of the service and required to meet the Council’s procurement procedures. 28. To maintain an awareness of relevant Statutory and Council regulations, procedures and practices and ensure compliance 29. To undertake any training or personal development opportunity identified at a time and venue determined by the Assistant Director of Housing, Head of Building Services. 30. To attend and actively participate in personal appraisals and all meetings as necessary and requested for the benefit of the Council, Service or personal development. 31. Attend all in service training, keeping up to date with developments such as changes to technical knowledge and practices. 32. Plan and organise your own workload and that of others, including prioritisation when faced with competing deadlines and timescales. 33. Share knowledge and experience of work practices with others within the team and offer support and guidance to team members when required. 34. To assist with wider Council projects, initiatives and programmes as deemed appropriate by the Building Services Manager. 35. To provide strategic service input and support to the Building Services Manager as necessary. 36. To Deputise for the Building Services Manager as required. 37. Attend meetings on behalf of the senior management team when requested. |
| **Responsible for staff/equipment** | 1. Lead and train members of the team to ensure work is completed accurately and safely using one to one discussion’s and the Council’s appraisal system. 2. Lead a team to support the wider service in terms of service growth and operational performance. 3. Support and instruct the team to ensure their roles are undertaken effectively to support the business activity as required. 4. Support team members as necessary in all aspects of service improvement and development activities. 5. Lead on the development of service training plans and support the Repairs and Maintenance Manager and Minor Works Manager with the implementation and monitoring of all training programmes. 6. Take responsibility for all day to day workload and staffing issues relating to the service area. 7. Ensure that there is adequate office cover from within the team to cover the needs of the service. 8. Carry out staff absence reviews, return to work interviews, ensure absence monitoring procedures are followed and when required, undertake disciplinary investigations for consideration by the Head of Service. 9. Ensure Operational Support Officers can deliver the range of operational and transactional support to the service delivery areas. 10. Promote the positive culture and vision the Council. 11. To ensure that the team are led in a positive and respectful way so that a high level of teamwork and collaboration is implemented in all service delivery activities. |
| **Other duties/specific policies e.g. DBS** | 1. The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies. 2. The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. 3. The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council. 4. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. 5. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council. 6. Other duties commensurate with the grade of the post as may be assigned from time to time by the Building Services Manager or appointed deputy. |