

LEEDS CITY COUNCIL

JOB DESCRIPTION

DIRECTORATE	Environments and Housing
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SERVICE AREA	Housing Leeds
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POST TITLE	GRADE	DATE
AREA HOUSING MANAGER/ SERVICE MANAGER	PO6	

POST(S) TO WHICH DIRECTLY RESPONSIBLE
HEAD OF HOUSING / HEAD OF NEIGHBOURHOOD SERVICES

POSTS(S) FOR WHICH DIRECTLY RESPONSIBLE
Housing Management staff teams

PURPOSE OF THE JOB
To deliver an effective and efficient customer focussed Housing Management Service.

KEY RESPONSIBILITIES
<ul style="list-style-type: none">• To lead on the delivery of the overall housing service in a geographical area & / or lead on the co-ordination and delivery of income management, tenant empowerment, customer engagement, housing policy, allocations and lettings services.• To lead on the delivery of partnership working on behalf of housing services citywide.• To lead, manage and develop staff to deliver council key priorities and continuously improve the offer to customers.• To develop positive working relationships with key stakeholders including: customers, elected members and other partner organisations.• To develop a people-orientated solutions-focussed approach to dealing with customers, quickly and professionally.• To manage and monitor significant budgets, risks and associated audit activities.• To develop and deliver service improvement plans.• To actively develop performance management frameworks to ensure key performance indicators are achieved and outcomes inform service improvement & review• To develop, review and improve policies and strategies in line with current legislation and best practice.• To develop and maximise opportunities to improve local service delivery using collaborative arrangements with appropriate stakeholders and partners.• To display a high degree of self-motivation, commitment and time management.• A commitment to initiate and drive culture change to deliver focussed and continuously improving services.• To ensure customers play a central part in service planning, monitoring and feedback, with deliverable and tangible outcomes.• To support the achievement of equality and diversity in both employment and service delivery including the promotion of equality of opportunity.

RELATIONSHIPS

The postholder will work closely with colleagues within Housing Leeds and will be required to develop and maintain effective relationships with staff at all levels within the Directorate, Council, Elected Members, external partner organisations and the general public.

PHYSICAL CONDITIONS

The post holder may be based at any Leeds City Council Office and may require working to the Council's 'changing the workplace' working style. Leeds City Council operates a non-smoking policy.

Car user Allowance – The post requires the postholder to hold a current drivers licence. If the postholder or post meets the criteria for essential car user status, the corresponding allowance plus mileage will be paid whilst the postholder provides and maintains a vehicle for business use. Casual car user mileage is payable in accordance with local conditions of service.

