

## Leeds City Council

### Job Description

<b>Job Title:</b>	<b>Housing Management Team Leader</b>	<b>Salary:</b> £29,529
<b>Service Area:</b>	<b>Housing Management</b>	<b>Grade:</b> SO2
<b>Directorate:</b>	<b>Environments &amp; Housing</b>	<b>Date:</b> 02/06/14
<b>Responsible to:</b>	<b>Housing Manager</b>	

#### **Purpose of the job:**

To lead and manage an efficient, customer focused Housing management service, in order to maximise performance and seek continuous improvement.

#### **Principal Responsibilities:**

- Delivering the overall housing management service within a geographical area or the overall sheltered support service within a geographical area within the Neighbourhood Services area of Older Persons Housing.
- To work in partnership with other teams and departments to ensure joined up services to tenants and other service users.
- To line manage and supervise a team of staff including completion of appraisals, one to one's, in accordance with Council policies and procedures.
- To develop positive working relationships with key stakeholders including: tenants, applicants and other partner organisations.
- To take a people-orientated solutions-focussed approach to dealing with customers, quickly and professionally.
- To ensure value for money in service delivery.
- To contribute to the delivery service improvement plans.
- To work with team members to ensure the delivery of high quality services and achievement of performance targets.
- To contribute to the development, review and improvement of policies and strategies in line with current legislation and best practice.
- To contribute to the improvement of local service delivery in conjunction with appropriate stakeholders and partners.
- To be personally effective, demonstrating commitment and time management.  
Contribute to delivering culture change to achieve focussed and continuously improving services.
- To promote involvement opportunities to customers.
- To promote equality and diversity in both employment and service delivery .

This is not an exhaustive list and the post holder may be required to undertake other reasonable duties deemed to be within the scope of this role.

Occasionally, this post may require work to be undertaken at short notice outside normal working hours in order to meet the demands of the service.

#### **Leadership Responsibilities:**

- To demonstrate and embed the Councils values and manager habits to lead, support and drive cultural change.
- To lead, manage, motivate and develop teams , ensuring that Council policies are understood and followed.

- To ensure that the team work professionally, competently and in a forward thinking and customer focused way whilst embracing collaborative partnership working to achieve excellence.

**Economic Conditions:**

Annual Leave: 26 days (31 days after 5 years local government service) pro rata plus statutory holidays  
 Hours: 37 hours per week  
 Flexitime: Eligible to participate in flexi-time scheme  
 Conditions of Service: NJC Conditions apply

**Prospects**

**Promotion:** Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

**Training:** The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

**Relationships:** The post holder will work closely with colleagues within Housing Leeds and will also be required to maintain effective relationships with staff at all levels within the Directorate, other Council departments, Elected Members, external agencies and the general public.

**Qualifications:** Appropriate qualifications /Professional Membership or equivalent experience in managing in a housing context.

**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 has a no smoking policy.

Job Description Content Prepared / Reviewed by:

Name: Julie Carter  
 Designation: HRBP  
 Date: 06/08/14

Confirmation Job Evaluation Undertaken:

Name:  
 Designation:  
 Date:

**We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds. Prior to the Interview we will request your References. Failure to obtain both references may result in your interview being withdrawn.**

**PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS:** It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

**Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate**

	Ess	Des	MoA
<b>1. Qualifications and Knowledge</b>			
Recognised Housing related qualification or equivalent relevant experience What level ?		x	
Membership of a professional body		x	
Knowledge of the functions of a comprehensive housing management service	x		
Knowledge of Landlord's statutory responsibilities	x		
Detailed knowledge of social housing and current issues affecting the sector	x		
Comprehensive knowledge of housing legislation and policies	x		
An awareness of key stakeholders, partners and third sector organisations	x		

	Ess	Des	MoA
<b>2. Specific Skills and Competencies</b>			
Able to communicate with and influence customers and other stakeholders	x		
Ability to lead, motivate and empower staff to achieve positive outcomes	x		
Ability to identify a variety of operational problems, and develop innovative solutions across a full range of housing services.	x		
Develop and maintain effective relationships with key stakeholders including members, external and internal partners and residents	x		
Ability to analyse and interpret complex information	x		
Ability to write concise reports, deliver presentations and chair meetings	x		
Competent in the use of IT systems including Microsoft applications	x		
Ability to manage and delegate resources effectively	x		
Able to manage conflicting priorities and adapt to changing circumstances			
Ability to work with and consult with trade unions	x		
<b>3. Experience</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
Recent experience of managing teams in a housing related context including motivation and staff development		x	
	x		
Experience of contributing to projects and initiatives	x		
Experience of managing resources within defined budgets	x		
Experience of working with residents and members to achieve defined outcomes	x		
Working with and consulting with trade unions		x	
Working within a political environment.		x	
Developing service objectives and operational delivery plans	x		
Recognising and challenging inappropriate behaviour.	x		
<b>4. Attitudes and Behaviours</b>			
Able to demonstrate a commitment to Council values	x		
Able to manage teams in line with the Council's manager habits	x		
Commitment to maintaining a healthy and safe working environment	x		

Commitment to promoting equality and diversity to colleagues and customers	x		
Able to demonstrate and promote a flexible and positive approach to change	x		

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