

# Leeds City Council

## Job Description

**Job Title: Housing Manager**

**Salary:**

**Service Area: Housing Management**

**Grade: PO4**

**Directorate: Environment & Housing**

**Date: 27/05/14**

**Responsible to: Area Housing Manager**

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

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

### **Principal Responsibilities:**

- To manage the delivery of housing management services within a geographical area or in within the Neighbourhood Service areas of Income Management, Tenant and Community Involvement, Lettings and Tenancy Management Policy, and Older Persons Housing.
- To manage the delivery of partnership working on behalf of housing services citywide.
- To manage and develop staff to deliver key council 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 budgets, risks and associated audit activities.
- To contribute to and deliver service improvement plans.
- To contribute to and implement performance management frameworks to ensure key performance indicators are achieved and outcomes inform service improvement & review
- To lead, review and improve policies and strategies in line with current legislation and best practice.
- To contribute to maximising 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.
- To lead and deliver on specific corporate projects.
- To actively drive continuous improvement initiatives through leading cross council project collaborate working with partners and supporting area and service management teams.

### **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 key 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: 28 days (33 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**

**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**

<b>1. Qualifications and Knowledge</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
Recognised Housing related degree level qualification or equivalent relevant experience	x		
Membership of a relevant professional body		x	
Comprehensive knowledge of the functions of a comprehensive housing management service	x		
Detailed knowledge of Landlord's statutory responsibilities	x		
Considerable knowledge of current Local Democratic processes and understanding of the political context	x		
Up to date knowledge of issues affecting the social housing sector and the ability to identify and manage risk in relation to strategic and operational objectives.	x		
Detailed understanding of the principles of strategic development	x		
Considerable knowledge of current housing legislation and policies	x		
A detailed understanding of key stakeholders, partners and third sector organisations	x		
Demonstrate understanding of the key principles of operating in a competitive environment and within a public sector context.	x		
Knowledge of data protection legislation	x		

<b>2. Specific Skills and Competencies</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
Able to communicate with and influence customers and key stakeholders	x		
Able to lead, motivate and empower staff to achieve positive outcomes	x		
Able to develop a culture focused on delivering a high quality service with customers at the heart	x		
Able to develop innovative strategic solutions to varied and complex issues	x		
Able to develop and maintain strong and effective relationships with key stakeholders including members, external and internal partners and tenants.	x		
Ability to analyse and interpret complex and varied information	x		
Ability to write concise reports, deliver presentations and chair meetings to a wide range of audiences including senior level	x		
Comprehensive knowledge of IT systems including Microsoft applications	x		
Ability to manage and delegate resources effectively	x		
Ability to manage a range of complex long term projects,	x		
<b>3. Experience</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
Recent and extensive experience of managing teams at a senior level in a housing related context including motivation and staff development	x		
Experience of using performance information to deliver excellent operational outcomes.	x		
Substantial experience of managing complex long term projects	x		
Experience of leading complex negotiations to a satisfactory outcome	x		
Proven track record of managing resources within defined budgets, budget preparation and management in accordance	x		

with Financial Regulations			
Working effectively 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		
Experience of undertaking complex service reviews	x		
Experience of challenging inappropriate behaviour	x		
Experience of implementing and working to operational risk management principles	x		
Experience of managing competing priorities and adapting to changing circumstances .	x		
<b>Attitudes and Behaviours</b>			
Able to demonstrate a commitment to Council Values	x		
Able to manage teams and work with colleagues 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		