

Leeds City Council

Job Description

Job Title:	Housing Manager	Salary: £29,529
Service Area:	Housing Management	Grade: PO2
Directorate:	Environments & Housing	Date: 02/06/14
Responsible to:	Area Manager (PO6)	

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:

- 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 contribute toward management and 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 contribute towards development of 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 contribute to, 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 contribute towards corporate projects and initiatives.

Leadership Responsibilities:

- To demonstrate and embed the Council's 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: Degree level and Post Grade / 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	Confirmation Job Evaluation Undertaken: Name:
Designation: HRBP Date: 06/08/14	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

1. Qualifications and Knowledge	Ess	Des	MoA
Relevant degree level qualification or equivalent experience of managing in a housing context.	x		
Membership of a relevant professional body.		x	
Detailed understanding of the functions of a comprehensive housing management service.	x		
Comprehensive knowledge of Landlord's statutory responsibilities.	x		
Knowledge of current social housing and issues affecting the sector.	x		
Detailed knowledge of current housing legislation and policies.	x		
An understanding of key stakeholders, partners and third sector organisations.	x		

2. Specific Skills and Competencies	Ess	Des	MoA
Able to communicate effectively with and influence customers and stakeholders	x		
Ability to lead, motivate and empower staff to achieve positive outcomes.	x		
Able to develop innovative solutions to varied and complex problems	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		
Able to use a range of IT systems, including Microsoft applications	x		
Ability to manage and delegate resources effectively.	x		
Ability to manage a variety of long term projects	x		
Ability to manage conflicting priorities and adapt to changing circumstances .	x		

3. Experience	Ess	Des	MoA
Recent experience of managing teams in a housing related context including motivation and staff development.	x		
Experience of managing varied and complex projects	x		
Experience of managing resources within defined budgets.	x		
Experience of developing effective working relationships with residents and members to achieve defined outcomes.	x		
Working with and consulting with trade unions.		x	
Experience of working within a political environment.		x	
Experience of using performance information to deliver excellent operational outcomes.	x		
Experience of challenging inappropriate behaviour.	x		
Experience of managing competing priorities and adapting to changing circumstances		x	
Experience of undertaking complex service reviews.		x	
4. Attitudes and Behaviours	x		
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		