

**LEEDS CITY COUNCIL
JOB DESCRIPTION**

Job Title: Area Housing Manager/Service Manager **Salary: £39,351 - £42,032**

Service Area: Housing Leeds **Grade: PO6**

Directorate: Environments and Housing **Date: January 2014**

Responsible to: Head of Housing/Head of Neighbourhood Services

Accountable for: Housing Management Teams

PURPOSE OF THE JOB

To deliver an effective and efficient customer focussed Housing Management Service, ensuring maximum performance in accordance with the targets, standards and policies of the Council.

KEY RESPONSIBILITIES

- 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.

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.

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Economic Conditions:

Annual Leave: 24 days plus 5 days pa for 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 in 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 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 post holder to hold a current drivers licence. If the post holder or post meets the criteria for essential car user status, the corresponding allowance plus mileage will be paid whilst the post holder provides and maintains a vehicle for business use. Casual car user mileage is payable in accordance with local conditions of service.

Job Description Content Prepared / Reviewed by: Name Designation Date:	Confirmation Job Evaluation Undertaken Name: Designation: Date:
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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 will 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
An Appropriate degree Level qualification		Y	C
A recognised Management Certificate.	Y		C
Detailed knowledge of Housing market and legislation and an understanding of key drivers	Y		A/I
Working knowledge of Data Protection Legislation	Y		A/I

2. Specific Skills and Competencies	Ess	Des	MoA
Ability to drive performance and growth whilst maximising on opportunities for innovation	Y		A/I
To be able to drive a culture through the team that is focussed both on customers and quality	Y		A/I
Ability to analyse and interpret varied and complex information or situations and produce solutions or strategies to difficult problems.	Y		A/I
Ability to communicate with managers confidently, persuasively and authoritatively.	Y		A/I
Excellent influencing, interpersonal and communication skills with credibility across a wide range of audiences			A/I
Ability to act as an outstanding role model for the organisation and support the continuing delivery of services, whilst retaining a commitment to serving the needs locally.	Y		A/I
A strong commitment to quality and aspiration to deliver excellence	Y		A/I
Ability to work flexibly and demonstrate a commitment to developing a consistent approach across the division.	Y		A/I
Challenges negative behaviour and systems in a proactive manner in order to bring about corrective action.	Y		A/I
Personal integrity and honesty, commitment to fairness and equality and sensitivity to diverse stakeholders and partners	Y		A/I
An ability to develop relationships that command respect, trust and confidence.	Y		A/I
Ability to manage competing priorities whilst delivering on a range of projects and adapting to changing circumstances and priorities.	Y		A/I
Project management skills and the ability to manage a number of projects simultaneously	Y		A/I
Excellent research skills and the ability to offer pragmatic solutions.	Y		A/I
To be able to effectively chair meetings	Y		A/I
Excellent literacy, numeracy and analytical skills	Y		A/I
The ability to use Microsoft based applications (Word, Excel and PowerPoint) to an intermediate level.	Y		A/I
3. Experience	Ess	Des	MoA
Demonstrable proven track record of managing successful operations and delivering results in a customer focussed environment	Y		A/I

Experience of developing and implementing a comprehensive operational medium to long term strategy	Y		A/I
Strong business and financial acumen with analytical skills	Y		A/I
Experience of leading and managing successful change	Y		A/I
Relevant experience of working at a senior level within a related housing management post	Y		A/I
Experience of working with and negotiating with trade unions	Y		A/I
Demonstrable experience of managing and raising the bar on operational excellence and performance outcomes			
Experience of working within a political environment	Y		A/I
A good commercial knowledge and an understanding of effective partnership working	Y		A/I
Experience of leading and developing highly effective teams	Y		A/I
Experience of implementing operational risk management principles	Y		A/I
Budget preparation and management in accordance with Financial Regulations	Y		A/I
Experience of networking at all levels	Y		A/I
Experience of building and maintaining effective working relationships with senior managers and other key stakeholders across a range of service areas	Y		A/I
Report writing and presentation to Director level		Y	A/I
Leading complex negotiations to a satisfactory outcome	Y		A/I
A sound understanding of social housing and government policy including current issues affecting the sector.	Y		A/I
Experience of delivering prescribed outcomes to given timescales and budgets.	Y		A/I
Experience of managing competing priorities whilst delivering on a range of projects and adapting to changing circumstances and priorities	Y		A/I

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