



Job Description

Job title	Housing Operations Lead	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing	Salary	SK14 (£40,278 per annum)
Location	Currently mix of home and office-based working	Contract	Fixed term until 31/08/2026

Main Job Purpose

Responsible for developing analysing and implementing housing policies and processes that support the overall functioning of the service.

This role focuses on ensuring our customer journey is continually reviewed and considered when implementing or adjusting internally processes and procedures.

In addition, this role will have a strong focus on our data capturing processes, ensuring that relevant customer data is captured effectively to ensure the delivery of an effective service.

This role is not politically restricted.

Main Statement of Responsibilities

- Complete a review of the customer journey when accessing our housing services. Identify and implement improvements.
- Ensure that relevant data is captured effectively and input where relevant on both of our main housing systems – Huume and QL.
- To lead on identifying appropriate customer segmentation to support with shaping future service delivery.
- Support the design, testing, implementation and roll out of a new Homelessness Case Management system.
- To lead on training for any new or amended procedures for staff members both in housing services and other departments.
- To champion the new homelessness case management system and lead by example.
- Identify and engage the right people, internal and external, to resource the project effectively.
- Build and develop strong relationships with teams to ensure that they can meet their commitments to delivering project outcomes and change.
- Support the service area with preparing for its Regulator of Social Housing Inspection.



- Carry out data analysis using a variety of tools, sharing the information with key stakeholders.
- Support the effective management of the various teams within the Housing Service.
- Deputise for the service managers in the absence where required.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Strong computer skills.
- Knowledge of local government particularly homelessness and allocations
- A strong background in project management and leading diverse project teams.
- An analytical thinker.
- Responds positively to change and works accurately under pressure.
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Desirable

- Regularly deals with confidential information maintain discretion and trust.
- Background in collating, analysing and presenting data

Relevant Qualifications

Essential

- Educated to a good standard (4 GCSE' A-C including English and maths or equivalent).
- Qualified and experienced in Agile working, 6 Sigma or equivalent and agreed project methodologies.

Communication and Interpersonal Skills

Essential

- Excellent communication skills using straightforward language and a variety of tools to share a big picture.
- Strong persuasion and bargaining skills.
- Excels in managing multiple key stakeholders and priorities.