

JOB PROFILE

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| Directorate: | Housing and Wellbeing |
| Service Area: | Strategic Housing |
| Job Title: | Housing Development Manager |
| Grade: | PO3 |
| Post Number: | M511 |
| Base/Location: | Southfields |
| Responsible To: | Head of Strategic Housing |
| Responsible For: | Housing Development Officers |
| Key Relationships/ Liaison with: | Customers Elected members Landlords Contractors Partner organisations, statutory and regulatory bodies |

| Job Purpose | |
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| | <ul style="list-style-type: none"> • To oversee the delivery of the housing development service • To ensure the service meets statutory requirements and financial, performance and quality standards • Delivery of an effective and appropriate service to all service users, fairly and without discrimination. |

| Main Duties and Responsibilities | |
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| 1. | Lead on the delivery of the housing development service to increase and improve the supply of council and other affordable housing within the borough. Ensure the service is delivered effectively and efficiently, meets all relevant statutory requirements and meets customer needs. |
| 2. | Maintain an up-to-date knowledge of relevant legislation, policy and practice, and local resources and provision, and ensure the service responds appropriately to related changes and other external influences. |
| 3. | Identify service improvements and efficiencies and manage related initiatives, projects and action plans. |
| 4. | Develop, review and implement strategies, policies and plans, to support effective delivery of services, improvements and efficiencies. |
| 5. | Build and maintain effective working relationships with colleagues and partner organisations to support effective delivery of services, improvements and efficiencies. |
| 6. | Lead and motivate staff and teams to deliver high quality, high performing and |

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| | customer focused services and to achieve service and corporate goals. |
| 7. | Ensure the service responds appropriately to complaints and member enquiries. |
| 8. | Ensure the service monitors and manages performance effectively. |
| 9. | Ensure the service monitors and manages budgets effectively. |
| 10. | Ensure the service monitors and manages contracts effectively. |
| 11. | Ensure business continuity and emergency response capabilities within the service. |
| 12. | Assist the head of service with the development and delivery of the service plan. |
| 13. | Assist the head of service with the production and delivery of briefing papers, management reports and committee reports when required. |
| 14. | Deputise for the head of service on specific matters when required. |
| 15. | Ensure information is protected and managed securely, and breaches or suspected information security breaches are identified and reported, in line with council policies. |
| 16. | The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required. |

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Head of Strategic Housing

Date: November 2024

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| | Essential | Desirable |
|---|------------------|------------------|
| <u>Qualifications</u> | | |
| Undergraduate degree (or equivalent) in housing studies | ✓ | |
| Or | | |
| Demonstrable experience identified as essential within the section below. | ✓ | |
| <u>Experience</u> | | |
| Experience of managing housing enablement / housing development services | ✓ | |
| Experience of managing staff and teams | ✓ | |
| Experience of managing service performance | ✓ | |
| Experience of managing service budgets | ✓ | |
| Experience of managing service contracts | ✓ | |
| Experience of managing projects | | ✓ |
| Experience of securing external funding | | ✓ |
| <u>Skills / Knowledge</u> | | |
| Understanding of current legislation, policy and practice relating to local authority housing enablement and housing development services | ✓ | |
| Ability to develop, review and implement effective strategies, policies and plans | ✓ | |
| Ability to develop services to achieve and maintain excellent performance | ✓ | |

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| Ability to effectively manage high workloads, achieve deadlines, targets and quality standards | ✓ | |
| <u>Interpersonal Skills</u> | | |
| Strong verbal communication skills and ability to deliver clear and effective presentations for different audiences | ✓ | |
| Strong written communication skills and ability to produce clear and accurate reports for different audiences | ✓ | |
| Ability to build and maintain strong and effective working relationships with colleagues, partner organisations and elected members | ✓ | |
| Ability to lead and motivate a team, work effectively as part of a team, and have a positive influence on a team | ✓ | |
| Ability to persuade and negotiate to achieve positive outcomes and deliver change | ✓ | |
| <u>Other requirements</u> | | |
| Ability to work outside of normal service opening hours and respond to emergencies as required | ✓ | |
| Ability to travel throughout the borough as required (may be using own transport) | ✓ | |
| An understanding of, and commitment to, equal opportunities, and the ability to apply this to all situations | ✓ | |
| Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010. | ✓ | |

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