

## **Job Description**

<b>Post title</b>	Service Manager – Housing Regulation and Improvement	<b>Post ref</b>	TBC
<b>Department</b>	Housing Management Department	<b>Grade</b>	H

### **Overall job purpose**

Reporting to the Assistant Director, the postholder is responsible for the effective management, delivery and operational performance of the following functions/areas which operate across housing services (Place and Operations Directorates) including: -

- Social Housing Regulatory Compliance
- Housing Complaints management
- Tenant Engagement and Involvement
- Housing Performance and Insight

Responsible for driving continuous improvement and regulatory compliance across housing services, particularly in relation to the Regulator of Social Housing's Consumer Standards.

### **Reporting relationships**

**Reports to:** Assistant Director – Housing Management

**Responsible for:** Performance and Insight Officer

Tenant Engagement Officer

Apprentice (Housing Regulation)

### **Key tasks and responsibilities – post specific**

1. Deliver a continuous programme of self-assessment and improvement against the Regulator of Social Housing's Consumer Standards including developing a gap analysis, improvement plan and monitoring framework.
2. Work with Senior Management and internal colleagues to provide challenge and support to key services on improving compliance with regulatory requirements
3. Support the Executive Director and Assistant Director in co-ordinating and drafting of regular reporting to Elected Members, including Cabinet, detailing performance and compliance with regulatory requirements.
4. Lead on the development and delivery of a training programme for Elected Members, employees and other key stakeholders on the Social Housing Regulatory Framework and the Council's role as a registered provider of Social Housing
5. Develop and implement a framework that ensures continued monitoring and analysis of wider sector performance, regulatory gradings, best practice, learning and any changes to legislation or policy that may impact the Council's regulatory compliance, capturing learning, risks and opportunities appropriately.
6. Ensure changes to legislation, codes of practice, policies and procedures are identified and implemented in an effective and timely manner in accordance with the Council's agreed policies and procedures.

7. To be responsible for promoting excellence in all aspects of service delivery across housing services, by researching, developing and identifying areas for improvement in services and sharing this with Executive Directors and Assistant Directors.
8. Work effectively with other Managers and Heads of Service to ensure operational effectiveness, business development and achievement of corporate compliance objectives and achieving excellence through supporting the implementation of key strategies.
9. To be responsible for the effective delivery of tenant engagement activities, to ensure that these deliver key regulatory outcomes and influence service delivery to meet tenant need.
10. To be responsible for the timely completion and submission of key regulatory/statutory returns including the Tenant Satisfaction Measures, Annual housing complaint return and Fire Safety Remediation Survey.
11. To coordinate proactive communications activities to tenants and key partners, including the tenants' magazine and identifying alternative communication channels which can be used to inform and consult with tenants.

<b>Key tasks and responsibilities – corporate</b>
Operate according to the Council's corporate values, code of conduct and employee competencies.
Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity.
Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.

<b>Employee signature</b>			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
<b>Employee signature:</b>		<b>Date:</b>	