

## **Job Description and Person Specification**

**Post Title: Lightbulb Service Manager**

**Reports to: Assistant Director - Environmental Health, Housing and Community Services**

**Scale: 9**

**Politically Restricted: No**

### **Overall Purpose**

1. To provide strategic and operational leadership for the countywide Lightbulb service on behalf of the Leicestershire partnership.
2. To lead the development, delivery, performance and continuous improvement of integrated housing, health and wellbeing services within the Lightbulb partnership.
3. To develop and implement the future vision and operating model for Lightbulb, ensuring services remain responsive to local need, national policy, legislative change and partner priorities.
4. To provide leadership and management to the Lightbulb Hub, including Team Leaders and Senior Officers, whilst providing matrix management and strategic oversight of services delivered under the wider Lightbulb partnership.
5. To act as the principal operational lead for the Lightbulb partnership, ensuring effective governance, performance, financial management and stakeholder engagement across all participating organisations.

### **Key Roles, Tasks and Responsibilities**

1. To be responsible for the operation, management and delivery of integrated services under the post holder's control, including Lightbulb services operated by Blaby District Council on behalf of the seven District and Borough Councils of Leicestershire and other partner organisations across the county.
2. To provide strategic and operational leadership for the countywide Lightbulb partnership, ensuring effective governance, service delivery, performance management, financial sustainability and continuous improvement across all participating organisations.

3. To directly manage Team Leaders, Senior Officers and designated staff within the Lightbulb Hub and provide matrix management, professional leadership and strategic oversight of all staff and services operating under the wider Lightbulb partnership framework.
4. To be responsible for the recruitment, management, supervision, development, wellbeing, deployment and performance of staff within the service area, ensuring a high-performing and customer-focused workforce.
5. To act as lead officer for the Lightbulb partnership, providing leadership, coordination and oversight across all participating organisations and acting as lead officer to the Lightbulb Operational Group and supporting the Lightbulb executive board.
6. To work collaboratively with local authorities, health partners, statutory agencies, voluntary organisations and other stakeholders to develop, improve and deliver integrated services which promote independence, prevention, health and wellbeing.
7. To develop, maintain and review partnership agreements, service specifications and governance arrangements to ensure the effective operation of the countywide Lightbulb service.
8. To lead countywide performance management, quality assurance and continuous improvement arrangements, including data collection, analysis, benchmarking, target setting, service monitoring and dashboard reporting.
9. To prepare, analyse and present performance, financial and risk reports to governance boards, elected members, senior officers and partner organisations, including responsibility for the coordination, completion and submission of statutory returns, government returns, County Council reporting requirements and partnership performance reports.
10. To lead the strategic development of the Lightbulb partnership, including service reviews, business cases, transformation programmes, future operating models and service improvement initiatives in response to local need, national policy and legislative change.
11. To oversee the delivery, monitoring and continuous improvement of Disabled Facilities Grants, housing assistance programmes, prevention services, pilot projects and other initiatives delivered through the Lightbulb partnership.
12. To lead the development, review and implementation of countywide policies, procedures, pathways, service standards and operational frameworks relating to the delivery of Lightbulb services
13. To manage and oversee the financial performance of the countywide Lightbulb partnership, including a Disabled Facilities Grant programme exceeding £5 million per annum across the seven District and Borough Councils of Leicestershire, pooled funding arrangements, grant allocations and service budgets, ensuring effective financial management, forecasting,

value for money, financial reporting and compliance with financial regulations, grant conditions and Disabled Facilities Grant requirements.

14. To oversee the mobilisation, delivery, monitoring and evaluation of pilot projects, innovation programmes, service developments and partnership initiatives.
15. To build and maintain effective relationships with elected members, senior managers, partner organisations, service users and stakeholders, influencing strategic decision-making and securing commitment to partnership objectives.
16. To represent the Lightbulb partnership at local, regional and national forums, boards, conferences, working groups and stakeholder events.
17. To provide oversight, monitoring and reporting for individual District and Borough Councils, ensuring partners receive accurate budget information, performance updates, expenditure forecasts and funding allocation reports to support local decision making and governance requirements.
18. To prepare and present reports, briefings, recommendations and updates for elected members, scrutiny committees, senior leadership teams, district and borough meetings across the partnership.
19. To coordinate and deliver district and borough performance, financial and operational updates, ensuring partners remain informed of service developments, challenges and opportunities.
20. To act as a spokesperson and ambassador for the Lightbulb partnership, promoting services, achievements and strategic priorities through communications, presentations, events and media opportunities where appropriate.
21. To ensure compliance with all relevant legislation, statutory guidance, regulatory requirements, safeguarding responsibilities, information governance standards, health and safety legislation and Council policies.
22. To undertake any other duties and responsibilities commensurate with the level and responsibilities of the post as required by the Assistant Director – Environmental Health, Housing and Community Services, including attendance at evening meetings, partnership boards, member briefings, committees and events outside normal office hours where required.

### **Post Characteristics**

**Allowances:** - Solo Protect, Mobile phone, Essential Car user

**On call/emergency situations:**

**Security/safeguarding checks:** DBS Enhanced

## **Health and Safety Responsibilities**

1. Health and safety responsibility is inherent in the managerial role and the responsibilities for health and safety are no different from the requirements of other management activities.
2. To be familiar with and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
3. To be responsible for the effective implementation of the Council's health and safety policies and procedures with their services. To ensure that robust and effective safe working arrangements are in place and adhered to by all staff at all times.
4. To ensure that all accidents, incidents and near misses are properly reported and investigated.
5. To report any corporate or significant H&S issues to the Corporate Health and Safety Adviser.

## **Emergency Planning/Response Responsibilities**

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

## **Person Specification**

### **Knowledge**

#### **Essential:**

Knowledge of relevant national legislation relating to Disabled Facilities Grants, Housing Assistance, Care Act 2014, safeguarding and associated regulatory requirements (\*3,4)

Knowledge of partnership working across local government, health and wider public sector organisations (\*3,4)

Knowledge of performance management, governance arrangements and financial management within a partnership environment (\*3,4)

#### **Desirable:**

Knowledge of service improvement, transformation and change management principles (\*3,4)

Knowledge of key local government issues associated with the role and how these affect local government and partners in service delivery (3,4)

### **Experience**

#### **Essential:**

Significant experience within housing, health, social care or related public sector services (\*3,4)

Experience of working across Local Authorities in the delivery of shared services, partnership working, service integration and transformation (\*3,4)

Experience of managing and delivering complex projects, programmes or service developments (\*3,4)

Experience of leading and managing teams within a complex organisational environment (\*3,4)

Experience of implementing plans and supporting new services to meet organisational and partnership aims and objectives (\*3,4)

Experience of managing significant budgets, grant funding and financial reporting arrangements (3,4)

Experience of partnership governance, performance reporting and presenting information to boards, elected members or senior leadership teams (\*3,4)

#### **Desirable:**

Experience of developing business cases, strategic plans or service improvement initiatives (\*3,4)

## Skills/Abilities

### Essential:

Excellent written and oral communication skills sufficient to communicate effectively at all levels (\*3,4)

Ability to research and analyse complex data and monitor performance against agreed frameworks (\*3,4)

Proven management skills including the ability to motivate, develop and empower staff (\*3,4)

Ability to manage finances, budgets and grant funding arrangements effectively (\*3,4)

Effective negotiation skills and ability to build strong relationships across stakeholders, peers and partners, creating open and transparent relationships (\*3,4)

Ability to lead and deliver sustainable, collective high performance through leadership, clear priorities and effective performance management (\*3,4)

Ability to prioritise effectively, manage competing demands and work across complex workstreams to meet deadlines (\*3,4)

Ability to prepare and present reports, briefings and recommendations to elected members, senior managers and partnership boards (\*3,4)

## Qualifications/Training

### Essential:

Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice (\*3,4)

Full UK Driving Licence (\*3,5)

### Desirable:

Managerial qualification or degree e.g. NVQ level 5 or equivalent (\*3,4)

## Other

### Essential:

Willing and able to work flexible hours including evening meetings and occasional unsocial hours (\*3,4)

Willing to undertake an Enhanced DBS Check (\*3,4)

Method of assessment\*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

**Job Description and Person Specification details:**

Reviewed by: Shanice Senghor – June 2026

Latest Version Date: 01.06.2026

Job Evaluation Ref: