Working at Broadland District Council and South Norfolk Council

Job Role: IHAT Team Manager

Department: Housing Standards

Directorate: People and Communities

Purpose:

To be integral to the overall management of the Disabled Facilities Grant (DFG) and Integrated Housing Adaptations Service (IHAT), with specific line management responsibilities and a core focus on supporting vulnerable residents to remain independent, safe and well within their own homes.

To provide the necessary operational and technical support for the Housing Standards Senior Manager to ensure the efficient, effective and compliant delivery of Disabled Facilities Grants, housing adaptations, discretionary assistance and related services. To deputise for the Manager when required, maintaining service continuity and supporting service improvement, transformation and change management initiatives.

Main duties and responsibilities:

- Work with the Housing Standards Senior Manager to support the delivery of Disabled Facilities Grants (DFG), housing adaptations and associated assistance schemes, whilst providing direct line management responsibilities for designated officers within the team.
- Take ownership of day-to-day management responsibilities where allocated, ensuring services are delivered efficiently, effectively and in accordance with legislative and policy requirements.
- Represent the DFG and Housing Adaptations Service in a lead officer role, working collaboratively with Occupational Therapists, Assistant Practitioners, Home Improvement Agencies, contractors, health partners and other stakeholders.
- Utilise appropriate project management methodologies and practices to deliver service improvements, improve customer experience and enhance operational efficiency.
- Ensure improvement projects remain aligned with organisational strategies, service plans and the Councils' wider objectives relating to independent living, prevention and early intervention.
- Undertake detailed research, service reviews and benchmarking activities to support the Housing Standards Senior Manager in developing business cases, service improvements and funding opportunities.
- Be an active member of corporate project networks, sharing best practice, lessons learned and innovation to support service development.
- Oversee the delivery of Disabled Facilities Grants and discretionary assistance, ensuring applications are administered efficiently and comply with all relevant legislation, policies and grant conditions.
- Act as the lead officer for complex Disabled Facilities Grant (DFG) cases, managing cases through to conclusion, providing specialist technical advice and making informed decisions in accordance with relevant legislation, policy and procedures.

- Monitor grant expenditure, commitments, budgets and performance to ensure effective financial management and timely utilisation of available funding.
- Provide advice and guidance on complex cases relating to housing adaptations, financial assessments, grant eligibility and policy interpretation.
- Assist with the development, review and implementation of policies, procedures and service standards relating to housing adaptations and financial assistance.
- Support quality assurance processes, ensuring casework is compliant, accurately recorded and delivered to a high standard.
- Represent the Housing Standards Service at meetings, working groups, committees and partnership forums as required, deputising for the Housing Standards Senior Manager when necessary.
- Develop and maintain effective relationships with internal services, health partners, contractors, residents and external stakeholders.
- Support the preparation of reports, performance information, funding returns and service monitoring data.
- Promote the work and achievements of the DFG and Housing Adaptations Service, maximising awareness and positive engagement with residents and partner organisations.
- Approximately 45% of the role's time will involve communication with residents, partners, contractors and other stakeholders.

Norfolk and Broadland Councils are committed to promoting the welfare of children and vulnerable adults and all applicants must be willing to undergo appropriate checks for the position, including checks with past employers and the Disclosure and Barring Service.

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Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Educated to degree level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.	E	
Additional recognised and accredited specialist licensing qualifications.		D
Management qualification to NVQ Level 3 or above.		D
Experience and Knowledge		
Extensive knowledge of and experience in the interpretation and application of all relevant legislation.	E	
Demonstrable experience of managing teams and/or projects in a complex environment to achieve excellent outcomes in a fast-paced, delivery environment.	E	
Political astuteness and in-depth experience in liaising with Elected Members and other stakeholders.	E	
Proven detailed knowledge of a range of council services to be able to assist in identifying improvements and efficiencies to deliver excellent Customer Experience, whilst also securing the implementation of successful outcomes for the service.	E	
Skills, Abilities and Competencies		
Ability to serve as a key member of a management team and support the delivery of our specialist regulatory services for licensing and the local business community.	E	
Ability to achieve results through managing, mentoring and developing others.	E	
Change Management implementation skills.	E	
Effective verbal and written communicator and extensive experience of working with the public, often in a challenging environment.	E	
Ability to quickly assimilate large amounts of detailed information to make recommendations based on insight.	E	
Ability to produce professional documents, assessments and reports, and to analyse data to inform and support enforcement options, or support decision recommendations to team/senior management, councillors and other stakeholders.	E	
Ability to travel independently to multiple sites during the course of duties.	E	

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Our Values and Behaviours	
All employees are expected to demonstrate the One Team's values and behaviours in their work. These behaviours are essential to the role and will be assessed throughout the recruitment process and during employment:	
• *Be trustworthy and respectful* • *Take ownership and be responsible* • *Value difference and be kind* • *Be customer focused and proactive* • *Collaborate and celebrate with others*	• *Be flexible and embrace change* • *Be innovative and entrepreneurial* • *See the bigger picture* • *Never stop learning*

September 2026