TENDRING DISTRICT COUNCIL

ROLE DESCRIPTION

Role Title: Housing Manager - Tenancies Post No: TBC

Department: Housing and Environment

Grade: 9-10 (37 hours per week)

Managed by: Head of Housing

1 Main Purpose of the Role

Be responsible for the efficient and effective management of a part the Council's Housing Service, taking a lead on delivery of key areas and all aspects of tenancy management as directed. Ensuring effective management of tenancy related issues throughout the tenancy life cycle. These areas will include some of the following:

- Housing Development, acquisitions & disposals
- Tenancy Management
- Rent Management
- Tenant Engagement
- Right to buy
- Leaseholder liaison
- Homelessness
- Housing allocations
- Temporary accommodation
- Housing adaptations for disabled persons including DFG's
- Financial Assistance for Private Sector Housing
- Home Energy Efficiency & fuel poverty advice
- Housing Policies
- Housing projects
- Housing related complaints
- Housing related data capture and analysis

2 Principal Activities

Support the Head of Housing and other Housing Managers in developing and delivering the corporate vision, values and priorities of the Council

Provide effective management and leadership on all operational matters and specifically in respect of key areas of responsibility as directed.

Embed a performance management culture within teams as a means of driving business improvement by ensuring clear objectives, feedback and the improvement of customer service through behaviours aligned with our values.

Provide a customer focused service which seeks to continuously enhance the quality of service.

To be contribute to the development and maintenance of the section's Business Plan, policies and strategies in close co-operation with other section managers.

To contribute to the overall strategic management of the Housing Service.

To be responsible for the effective management of staff and services within the area of responsibility including the preparation and implementation of annual performance plans and overall management of financial and other resources

To lead or participate in multi-disciplinary projects; to represent the organisation at meetings with external partners and other stakeholders.

Ensure services are provided to the required professional standards and to meet statutory and other agreed user requirements.

To contribute to the preparation of the sections annual budgets in accordance with legal and organisational requirements and within specified deadlines including relevant capital and revenue programmes

To contribute to the effective monitoring of budgets; to produce regular monitoring reports as required.

3 Corporate Responsibilities

Must contribute to high quality management standards and best practice across the service, reflecting the values of the Council and provide, through positive example, a clear sense of direction and purpose to employees.

Maintain a constant focus on service improvement within the Council.

You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, including but not exclusively: Age, Alcohol, Drugs and Substance Abuse, Equality and Diversity, Flexible Working Hours, Discipline, Grievance, Harassment, Health, Safety & Welfare; Lone Working, Managing and Developing Personal Performance (MDPP), No Smoking, Sickness & Ill Health, Stress, Violence at Work and Working Time Regulations. E-Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

4 Special Conditions

This post is politically restricted within the meaning of the Local Government and Housing Act 1998.

You will be required to attend evening meetings, work all reasonable hours to ensure deadlines are met and attend out-of-hours emergencies from time to time.

You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.

You must maintain competency and conduct your duties in accordance with the RSH Conduct and Competence Standard for Social Housing

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Role Title: Housing Manager **Post No: 10001108**

It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.

PROFESSIONAL & TECHNICAL DEVELOPMENT

1. Level 3/4 Housing Qualification (commensurate knowledge gained through experience and personal development will be considered).
2. Chartered status or other higher level membership of an appropriate professional body such as the Chartered Institute of Housing
3. A Level 3/4 Leadership or Management qualification – if item 1 is a corporate governance or public services qualification (commensurate knowledge gained through experience and personal development will be considered).
4. Experience of working in a complex and diverse organisation at a team leader or manager level undertaking similar functions and duties to those in the job description.
5. A consistent record of providing sound professional advice and building success through effective and productive working relationships.
6. Effective budget management skills.
7. Demonstrable literacy and numeracy skills.
8. Proficient in MS-Word, Excel and Outlook
   (a Level 2 IT qualification would be an ideal way to demonstrate this).
9. Eligible to work in the UK.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

1.1 Deciding and Initiating Action

a. Makes prompt, clear decisions which may involve tough choices or considered risks.
b. Takes responsibility for actions, projects and people.
c. Takes initiative, acts with confidence & works under own direction.
d. Initiates and generates activity.

1.2 Leading and Supervising

a. Provides others with a clear direction.
b. Sets appropriate standards of behaviour.
c. Delegates work appropriately and fairly.
d. Motivates and empowers others.
e. Provides staff with development opportunities and coaching.
f. Recruits staff of a high calibre.

3.2 Persuading and Influencing

a. Makes a strong personal impression on others.
b. Gains clear agreement and commitment from others by persuading, convincing and negotiating.
c. Promotes ideas on behalf of self and or others.
d. Makes effective use of (internal) political processes to influence and persuade others.

4.1 Writing and Reporting

a. Writes clearly, succinctly and correctly.
b. Writes convincingly in an engaging and expressive manner.
c. Avoids the unnecessary use of jargon or complicated language.
d. Writes in a well-structured and logical way.
e. Structures information to meet the needs and understanding of the intended audience.

5.2 Creating and Innovating

a. Produces new ideas, approaches or insights.
b. Creates innovative processes, products or designs.
c. Produces a range of solutions to problems.
d. Seeks opportunities for organisational improvement.
e. Devises effective change initiatives.

6.2 Delivering Results and Meeting Customer Expectations

a. Focuses on customer needs and satisfaction.
b. Sets high standards for quality and quantity.
c. Monitors and maintains quality and productivity.
d. Works in a systematic, methodical and orderly way.
e. Consistently achieves project goals.

Applicants should note:

- *That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.*
- *The successful postholder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.*

CAREER GRADE SCHEME

Level 1 – Initial Appointment and induction			Grade:	9	Scp:	32
Level 2 – Criteria to be met before progression to:			Grade:	9	Scp:	35
Competency	Criteria Ref:	**Heading**	**Behaviours**			
	1.1	Deciding and Initiating Action	• Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people			
	1.2	Leading and Supervising	• Provides others with a clear direction • Sets appropriate standards of behaviour • Delegates work appropriately and fairly • Motivates and empowers others			
	3.2	Persuading and Influencing	• Makes a strong personal impression on others • Gains a clear agreement and commitment from others by persuading, convincing and negotiating			
	4.1	Writing and Reporting	• Writes clearly, succinctly and correctly • Writes convincingly in an engaging and expressive manner • Avoids the unnecessary use of jargon or complicated language			
	5.2	Creating and Innovating	• Produces new ideas, approaches or insights • Creates innovative processes, products or designs • Produces a range of solutions to problems			
	6.2	Delivering Results and Meeting Customer Expectations	• Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity			
Knowledge and Formal Training	Criteria Ref:	**Item**				
	1	Level 3/4 Housing Qualification (commensurate knowledge gained through experience and personal development will be considered)				
	2	Chartered status or other higher-level membership of an appropriate professional body such as the Chartered Institute of Housing				
	3	A Level 3/4 Leadership or Management qualification – if item 1 is a corporate governance or public services qualification				

		(commensurate knowledge gained through experience and personal development will be considered)
	4	Proficient in MS-Word, Excel and Outlook (a Level 2 IT qualification would be an ideal way to demonstrate this)
Tasks and Skills	Criteria Ref:	**Item**
	1	Experience of working in a complex and diverse organisation at a team leader or manager level undertaking similar functions and duties to those in the job description
	2	A consistent record of providing sound professional advice and building success through effective and productive working relationships
	3	Effective budget management skills
	4	Demonstratable literacy and numeracy skills
There is an on-going need for staff to operate at the higher level		

Level 3 – Criteria to be met before progression to			Grade:	10	Scp:	36-39
Continues to meet all previous criteria plus those set out below						
Competency	Criteria ref:	**Heading**	**Behaviours**			
	1.1	Deciding and Initiating Action	• Takes initiative, acts with confidence & works under own direction • Initiates and generates activity			
	1.2	Leading and Supervising	• Provides staff with development opportunities and coaching • Recruits staff of a high calibre			
	3.2	Persuading and Influencing	• Promotes ideas on behalf of self and others • Makes effective use of (internal) political processes to influence and persuade others			
	4.1	Writing and Reporting	• Writes in a well-structured and logical way • Structures information to meet the needs and understanding of the intended audience			
	5.2	Creating and Innovating	• Seeks opportunities for organisational improvement • Devises effective change initiatives			
	6.2	Delivering Results and Meeting Customer Expectations	• Works in a systematic, methodical and orderly way • Consistently achieves project goals			
	Criteria Ref:	**Item**				

Knowledge and Formal Training		Demonstrates detailed understanding of social housing regulation, including compliance with the Regulator of Social Housing Consumer Standards and Competence & Conduct requirements.
		Demonstrates advanced knowledge of housing legislation, allocations, homelessness prevention, temporary accommodation and housing management, applying this knowledge to complex cases and service delivery.
Tasks and Skills	Criteria Ref:	**Item**