

## **Job Description**

# **Service Manager – Housing Management and Communities**

Date: December 2018

**POST:** Service Manager - Housing Management and Communities

**DIRECTORATE:** Communities

**SERVICE:** Housing Management and Communities

**BAND:** SE3

**REPORTS TO:** Assistant Director - Communities

**RESPONSIBLE FOR:** Tenancy Services Manager  
Sheltered Housing Manager  
Community Involvement Manager  
Home Ownership Team Leader  
Community Safety Manager  
Manager of Inclusion and Diversity

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

**MAIN PURPOSE OF THE ROLE:**

To lead, direct and effectively manage a high performing, customer focused and cost-effective multi-functional team of approximately 120 staff to secure outcomes that help to deliver the Council's corporate objectives.

To develop and implement a range of policies and strategies to ensure the effective delivery of frontline services to 10,500 Council tenants, 2000 leaseholders and the wider community.

To build effective networks within the Council and with partners.

To deliver strong local communities and build resilience

To promote a climate of continuous improvement and good governance.

To manage resources within own service areas including £52 million annual rent debit.

**DUTIES**

1. To lead, direct and manage multi-disciplinary teams located at various sites across the Borough including:
  - Anti-social Behaviour Team
  - Tenancy and Estate Management Team
  - Home Ownership Team
  - Community Engagement and Tenant Participation
  - Sheltered Housing (47 schemes)
  - Activity Centres (3)
  - Multi- agency Community Safety Hub
  - Inclusion and Diversity

2. Carry out effective people management, performance and financial management
3. To manage a multi-disciplinary professional workload to be delivered by appropriately skilled and qualified staff or providers, encouraging continuing professional development.
4. To ensure that the Council has information and systems in place to that supports the management of Council tenancies, leaseholds and housing estates and capture, record, update and manage all information underpinning tenancy/estate related activity.
5. To develop, implement and deliver policies and strategies across all areas of responsibility to support service delivery, maximise income collection, deliver value for money, improve customer satisfaction and ensure the delivery of Council's strategic objectives and priorities.
6. To be the Principal Contract Manager for housing management contracts including cleaning and security and manage all grant funding agreements with voluntary sector organisations ensuring value for money and maximising social value returns.
7. To be the principal adviser on all aspects of housing management and communities including policies, strategies, practice, legislation and regulations.
8. To challenge the status quo and facilitate innovation and continuous improvement in housing management and community services to transform service delivery.
9. To build and maintain confident relationships with elected members and other key stakeholders.
10. To build and promote successful partnership working with private, voluntary and other public-sector organisations and with service users, contributing to innovative solutions that will empower communities and encourage value for money through co-operative strategies and approaches.
11. To lead the effective delivery of community safety across the Borough via the multi-agency Safer Basildon Partnership Hub ensuring the agreed priorities are met.
12. To lead and advise on safeguarding children and vulnerable adults within Housing and Community Services.

13. To maximise commercial and partnership opportunities from identification to implementation, managing these whilst protecting the Council's interest.
14. To engage with and build positive relationships with customers to ensure that their requirements are at the centre of the design and delivery of housing management and related services with the aim of achieving high levels of customer satisfaction
15. To be responsible and accountable for budgets in excess of £9 million and collection of rent, service charges and other sundry debts in excess of £52 million demonstrating a clear understanding of the links between financial and service performance and complying with financial regulations and standing orders to ensure service quality, efficiency and measurable outcomes.
16. Undertake all the duties within the framework of Equal Opportunities.
17. Ensure full compliance with Health and Safety and associated workplace legislation
18. Any other duties reasonably expected from time to time.

**PERSON SPECIFICATION**

<b>Position Title:</b>	<b>Service Manager – Housing Management and Communities</b>	<b>Date Prepared:</b>	<b>October 2018</b>
<b>Service:</b>	<b>Communities</b>	<b>Band:</b>	<b>TBC</b>

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>		
1.1	Experience at a senior level of leading and managing multi-functional teams in relation to the delivery of housing management and community functions and services.	✓	
1.2	Experience in the delivery of programmes and projects to successfully achieve social housing and communities strategies and policies	✓	
1.3	Experience of successfully implementing forward thinking and innovative housing management and communities service changes.	✓	
1.4	Experience of contract management with strong social value and commercial acumen	✓	
1.5	Experience of effective budget, people and performance management.	✓	
1.6	Experience of interpreting information, with a flexible and creative problems solving approach. Making rational, realistic and sound decisions.	✓	
1.7	Experience of working at a senior level directly with politicians in a democratic environment.	✓	
1.8	Proven knowledge of the workings of local government and the wider public sector.	✓	
1.9	Experience of working in pursuit of collaborative/organisational goals		✓
<b>2.</b>	<b>COMPETENCIES</b>		
1	<b>DECIDING AND INITIATING ACTION</b> Makes prompt, clear decisions which may involve tough choices or considered risks; takes responsibility for actions, projects and people, acts with confidence and works under own direction, initiates and generates activity.	✓	
2	<b>LEADING AND SUPERVISING</b> Provides others with a clear direction; sets appropriate standards of behaviour, delegates work appropriately and fairly; motivates and empowers others; provides staff with development opportunities and coaching; recruits staff of a high calibre.	✓	

	REQUIREMENTS	Essential	Desirable
3	<b>INTERACTING AND PRESENTING</b> Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.	✓	
4	<b>ANALYSING AND INTERPRETING</b> Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicate well in writing.	✓	
5	<b>CREATING AND CONCEPTUALISING</b> Open to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Support and drives organisational change.	✓	
6	<b>ORGANISING AND EXECUTING</b> Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.	✓	
7	<b>ADAPTING AND COPING</b> Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.	✓	
8	<b>ENTERPRISING AND PERFORMING</b> Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business, commerce and finance. Seeks opportunities for self-development and career advancement.	✓	
3	<b>EDUCATION AND TRAINING</b>		
3.1	Relevant experience in the delivery of Housing Management and Community Services as evidenced by a successful track record of achievement.	✓	
3.2	Relevant professional qualification, e.g. MCIH or equivalent level of experience	✓	
3.3	Evidence of CPD	✓	