

JOB DESCRIPTION

JOB TITLE:	Housing Manager	JE NUMBER: A13306
DIRECTORATE:	Housing	BAND: 10
RESPONSIBLE TO:	Head of Housing Management	
RESPONSIBLE FOR:	Housing Officers (Generic, Tenancy Support, Enforcement, Environment.)	
MAIN PURPOSE OF POST:	<p>To undertake a full range of managerial responsibilities whilst ensuring the mental and emotional well-being of all staff. To be responsible for managing and leading a multi-disciplinary operational team to deliver an efficient, high-quality, customer focused range of housing services. Responsible for ensuring the service is delivered in accordance with the relevant housing legislation, and the Council's policies and procedures.</p> <p>To co-ordinate, organise and control the day-to-day management of the Housing Management services delivered by their area team. To enable their team to effectively support tenants to maintain tenancies, to ensure positive sustainable outcomes for individuals and their households.</p> <p>To ensure effective management of all external and communal areas across our housing stock, to achieve compliance with tenancy agreements, excellent health and safety standards and continuous improvements.</p> <p>To ensure that enforcement action for breaches of tenancy is lawful, appropriate and meets all necessary legal requirements.</p>	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Responsible for the management and delivery of an overall housing management service, social and physical environment.
2.	To work in partnership with other teams and departments to ensure coordinated and combined services to tenants and other service users. Developing policies with other teams to ensure consistency.
3.	<p>To be responsible for the use of relevant housing legislation relating to tenancy management e.g. Housing act 1985, Housing Act 1996 and ASB Crime and policing Act 2014 and that the powers and duties in these are used and applied appropriately.</p> <p>To be responsible for legal notices and check that they are issued appropriately and meet all necessary requirements.</p>
4.	To line manage and supervise a multi-disciplinary team of staff to include recruitment, personal development reviews, completion of appraisals, one to one's and performance

	management, ensuring the mental and emotional well-being of all staff. Manage absence, conduct and capability in accordance with Council policies and procedures. To work with team members to ensure the delivery of high-quality services and achievement of performance targets.
5.	To be responsible for the day-to-day management and provision of compliance activities relating to the management of tenancies and fire safety within blocks of flats in line with current legislative requirements and best practice. To work in partnership with other teams and departments to ensure the council's compliance duties are discharged.
6.	To represent the council and the Housing Service and to work with other statutory groups, partnerships, third parties and across the council in ensuring the effective delivery of services. To act as the Lead Officer in respect of any policy/government initiatives and issues.
7.	To identify team training needs and to organise appropriate training to meet those needs.
8.	To assist the Head of Housing in setting budgets for the service area. To be responsible and take ownership for the effective and efficient control of all budgets relating to the area of activity.
9.	To represent the Housing Service in consulting and informing a variety of audiences including elected members, community groups, tenants and residents associations, service users and other agencies on the area of activity as required by the Head of Housing Management.
10.	To implement and embed changes in relation to policy, current legislation and best practice by developing and writing policies, procedures and strategies in relation to housing management functions. To evaluate current practice against best practice.
11.	To promote involvement opportunities to customers.
12.	To ensure the health and safety of staff and agents of the Council by taking appropriate measures to control risks, to carry out regular workplace health and safety inspections and staff stress risk assessments. Implement changes to working practices, where required. Develop and write risk assessments.
14.	Negotiate and supervise contracts and service level agreements with partners and suppliers, always aimed at securing the council's objectives and best interest.
15.	To take ownership and responsibility for customer interactions. To take a people orientated, solution focussed approach to dealing with customers quickly and professionally, providing appropriate advice and support. Management and investigation of complaints and dealing with councillor, MP and Ombudsman investigations.
16.	To be responsible for discharging the council's responsibilities relating to safeguarding vulnerable adults and children in line with relevant legislation, best practise, and policy.
17.	To be personally effective, demonstrating commitment and time management. Contribute to delivering culture change to achieve focussed and continuously improving services

18.	To represent the Housing Service in respect of the area of activity and advocate as required on behalf of the service in appeals.
19.	To support the achievement of social inclusion, equality and diversity in both employment and service delivery including the promotion of equality of opportunity.
20.	Promote and deliver the priorities, values and objectives of Chesterfield Borough Council.
21.	To work within Council policies and procedures including data protection inc. GDPR and financial regulations.
22.	To ensure the Council's health and safety policies and legal requirements are adhered to.
23.	To be personally effective, demonstrating commitment and time management. Contribute to delivering culture change to achieve focus and continuously improve services.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	x	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Housing Manager	JE NUMBER:	A13306
DIRECTORATE:	Housing	DATE:	October 2024

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Knowledge of the functions of a comprehensive housing management service and legal implications, duties and powers around the environment, antisocial behaviour and tenancy management and support.	Application Form, Interview
•	Excellent verbal and written communication skills, including the ability to communicate clearly, sensitively and effectively with people having a broad range of roles and capabilities	Application Form, Interview
•	Ability to lead, motivate and empower a team to achieve positive outcomes	Application Form, Interview

•	Knowledge of a social landlord's statutory responsibilities	Application Form, Interview
•	Detailed knowledge of social housing and current issues affecting the sector	Application Form, Interview
•	Comprehensive knowledge of housing legislation and policies	Application Form, Interview
•	An awareness of the roles and responsibilities of key stakeholders, partners and third sector organisations	Application Form, Interview
•	Able to communicate with and influence customers and other stakeholders	Application Form, Interview
•	Ability to identify a variety of operational problems, and develop innovative solutions across a full range of housing services	Application Form, Interview
•	Develop and maintain effective relationships with key stakeholders including members, external and internal partners and residents	Application Form, Interview
•	Ability to analyse and interpret complex information	Application Form, Interview
•	Ability to write concise reports, deliver presentations and chair meetings	Application Form, Interview
•	Ability to manage and delegate resources effectively	Application Form, Interview
•	Competent in the use of IT systems including Microsoft applications	Application Form, Interview
Desirable		
•	Knowledge of the work of local government, social housing and partner agencies.	Application Form, Interview
EXPERIENCE		
Essential		

•	Recent experience of managing teams in a housing related context including motivation and staff development	Application Form, Interview
•	Experience of contributing to projects and initiatives	Application Form, Interview
•	Experience of managing resources within defined budgets	Application Form, Interview
•	Experience of working with residents and members to achieve defined outcomes	Application Form, Interview
•	Developing service objectives and operational delivery plans	Application Form, Interview
•	Recognising and challenging inappropriate behaviour	Application Form, Interview
•	Commitment to promoting equality and diversity to colleagues and customers	Application Form, Interview
Desirable		
•	Working with and consulting with trade unions	Application Form, Interview
•	Working within a political environment.	Application Form, Interview
QUALIFICATIONS		
Essential		
•	Recognised Housing related qualification or equivalent relevant experience.	Application Form, Certificate
•	Driving licence	Certificate
Desirable		

•	Membership of a professional body relevant to the role.	Application Form, Certificate
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 2		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 2		

Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level: 2		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 2		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 2		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
Level: 2		
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and	Interview
Level: 2		

	<p>implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	
<p>Managing a Quality Service</p>	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
<p>Level: 2</p>		
<p>Delivering at Pace</p>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
<p>Level: 2</p>		