

Team Manager – Grade 11

Job purpose

The Accessible Homes Team (AHT) is an integral part of Housing Services within the Growth & Regeneration Directorate. The provision of home adaptations is managed within the council by AHT working alongside teams within Adult Social Care, Children's Social Care and Property Services. The AHT has responsibility for adaptations in all tenures, including both major and minor adaptations. AHT also provides a medical rehousing service supporting people, whose homes cannot be adapted to meet their medical needs, or who wish to move to a more suitable home to find alternative accommodation. As a Team Manager you will inspire, motivate, and lead your team to deliver a high-quality place-based service and empower staff to work within a person-centred way.

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work. We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

As a Team Manager you will have overall responsibility for line management of your team, including supervision, appraisals, team development and team service planning. You will be required to have specialist knowledge of relevant legislation, strategies and policies and to manage budgets and service delivery within your team. Your overarching focus will be to ensure your team, working alongside other relevant teams and partners, achieve effective and sustainable outcomes for customers, and thereby contribute to the Council's shared outcomes including enabling people to live independently and live well, giving children the best start in life, ensuring people feel safe and protected from harm, and enabling people to aspire and achieve.

This role is based within Growth and Regeneration.

Find out more about [working for Kirklees](#).

Key areas of responsibility

Reporting to an Operations Manager, you may directly line manage Senior Officers and/or other Officers. You will deal with staff management or performance issues within your team.

Develop and implement plans to improve the quality and efficiency of the service delivered by your team.

Prepare reports and briefings, and to undertake presentations to audiences that may consist of senior management and a range of external partners.

Develop and maintain partnership relationships and networks with a range of key internal and external stakeholders.

Provide specialist advice and support to team members and senior managers on complex cases or issues relating to your team.

Lead on developing and delivering new initiatives to achieve better housing and support outcomes for customers, which may involve bidding for external funding.

Ongoing performance management and monitoring within your team.

Responsible for ensuring legal challenges and reviews are carried out in an effective and timely manner

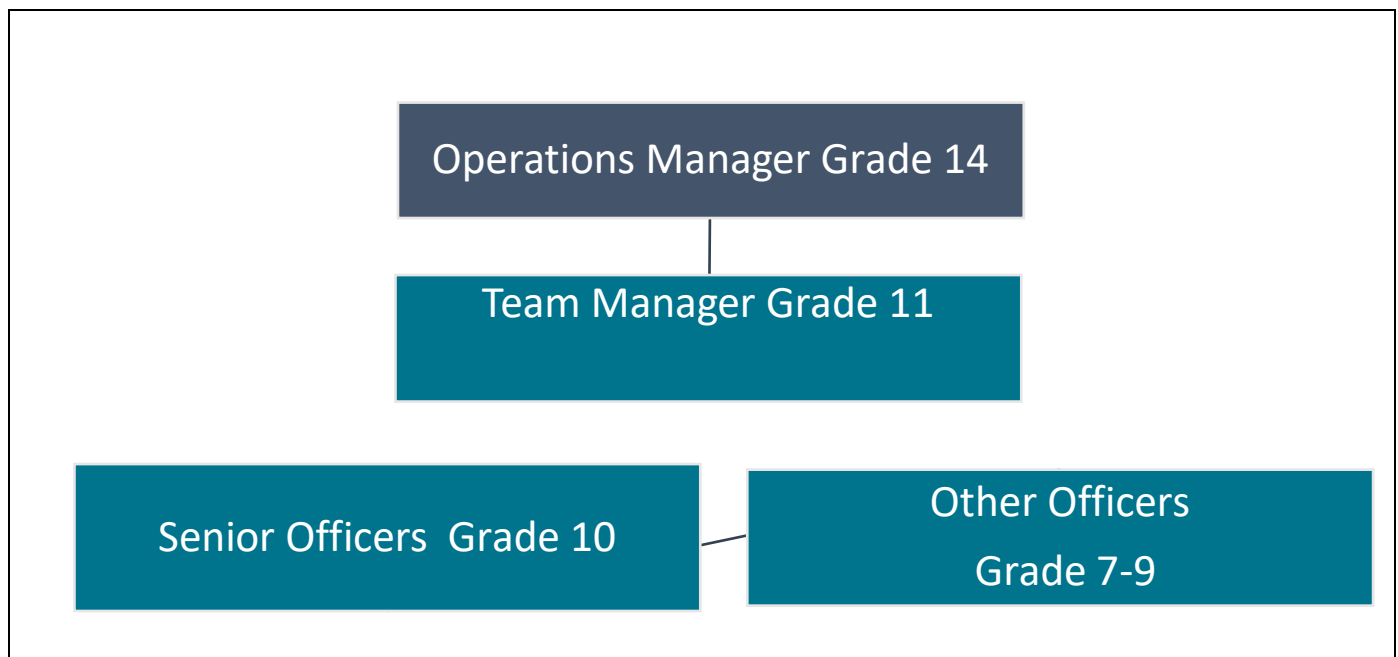
Ensure that appropriate responses to complaints and queries about your team are provided in a timely manner, including Councillor and MP enquiries.

Play an active role within the AHT management team, leading on or contributing to service-wide initiatives and forward planning for organisational change or development.

Responsible for ensuring your team complies with necessary legislation and best practice, including Health and Safety, Safeguarding and risk management.

Oversight for budgets relating to your team and ensure appropriate spend is monitored and controlled.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Ability to motivate and lead a team and ensure staff are supported and inspired to deliver excellent service	Essential
Effective staff management skills and/or relevant qualification or experience that demonstrates this	Essential
An in-depth understanding of relevant housing, health, homelessness, and other related issues and legislation, and their impact on service provision	Essential
Experience of leading and delivering service improvement or change projects	Essential
Ability to produce, monitor and analyse performance information	Essential
Excellent communication skills, both verbal and written, with an ability to adapt communication style to suit the audience	Essential
High level of literacy and experience of producing written reports and briefings to a high standard	Essential
An understanding of budget monitoring principles and practices	Essential
Ability to use and manipulate IT systems to maintain and extract information	Essential
Experience of developing productive networks and relationships with internal and external partners	Essential
Experience of successfully resolving complex problems relating to service delivery, staffing or customers	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours](#)

General information

- See your responsibilities related to [Safeguarding](#).
- You will be required to attend the office on rota basis, to undertake the Duty Manager role.
- You will need to be able to travel to and from locations across Kirklees by car or public transport (exceptions maybe made for disabled candidates).
- You may be required to attend urgent meetings or site visits outside normal office hours, however this will not be a frequent requirement and time off in lieu will be granted for all such attendances.
- You will be required to undertake a DBS check at the appropriate level.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category		Grading ID	
Job ID		Last Updated	V2. 20/12/2022
Job Focus		Career Progression	

Contractual Variants

DBS Category		DBS Type	
Health Check		Politically Restricted	
24/7 working		Public Holidays	
Night Working		Alternating Pattern	
Standby		Other	
Checked by HR	16/12/2022		

Team Manager – Accessible Homes - Grade 11

Job Category

This part of the Accessible Homes Team consolidates the current functions of Housing & Health, Medical Advisory and Business Support.

The team undertake financial assessments, preparation and issuing of formal Disabled Facilities Grant approvals for people undertaking adaptations. They will also place and approve orders using appropriate IT systems and software. The team will liaise with customers and provide bidding support with applicants to the council's Housing Register.

The Medical Advisory function is responsible for the medical banding, in line with the council's Housing Allocations Policy, to assist people with health needs to find more suitable accommodation. The team liaises with partners, i.e., Homes & Neighbourhoods, Registered Providers, homeowners, and Council colleagues, to ensure best value effective adaptations for the most appropriate applicant as well as to maximise the provision of suitable accommodation.

The team will deliver service in line with appropriate housing and health legislation, regulatory compliance, policies and procedures to ensure

Role Description

You will have overall responsibility for the management of the team. This will include senior officers as well those undertaking the Housing & Health, Medical Advisory and Business Support functions.

You will ensure the team delivers on its objectives by developing and implementing best practice and leading on process improvement. Your knowledge and skills will help the team overcome complex situations and drive the team forward.

You will build on and strengthen partner relationships with both internal colleagues, services and external organisations.

You will lead on ensuring the team adheres to all relevant legislation and best practice, including risk and financial management as well as safeguarding and health & safety.

You will support the team to ensure appropriate decisions are made and communicated to customers in a clear and timely manner to enhance the customer experience

Position of job in organisational structure

You will report to the Operations Manager (Accessible Homes).

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