

# Housing Services Manager – Grade 13

## Job Focus

To be read in conjunction with Housing Services Manager Job Profile which provides the full range of responsibilities across the function.

## Role Description

- Line management and responsibility for relevant teams across housing management and partnerships
- Support the Strategic Manager on the management of specialist or non-traditional housing stock for Homes and Neighbourhoods, working collaboratively with key services, partners, and colleagues internally and externally to improve or transform services, drive up performance and increase outcomes to customers.
- Contribute to the management of the Older People’s Support Services made up of 19 retirement living schemes offering independent living tenants 60 years +
- Work closely with the Strategic Manager to support the development and management of new build housing schemes
- Develop collaborative working relationships across the service area, Directorate, wider Council, Elected Members, partners and other stakeholders as appropriate.
- Contribute towards the development of Annual Service Plans to focus resources on core priorities.
- Monitor and develop ideas to improve performance across all service areas.
- Review service performance and develop options for continuous improvement, contributing towards IT, Policy, and Procedural improvements.
- Develop reports to a range of audiences including the Housing Advisory Board, Tenant Advisory and Grants Panel, Councillors and Staff Networks etc.
- Promote activities that reflect the Vision for Homes and Neighbourhoods and align with our Service Excellence principles.

## For Office Use Only:

Job Category	Housing Services	Grading ID	KNH0005
Job ID	TBC	Last Updated	November 2022
Job Focus	Yes	Career Progression	No

## Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		