

Job Title: General Manager

Date May 2020

Service Area: Neighbourhoods

ADDITIONAL DUTIES TO JOB DESCRIPTION

In addition to the duties and responsibilities specified in the **General Manager** Job description, the duties below relate specifically to this post.

- To directly line manage Team Leaders covering Housing Management Services (x3) and Older People Support Service (x2) with overall responsibility of c 70 staff. In addition, the post would be responsible for an empty homes Team Leader dealing with allocations however, this is currently being covered by a temporary performance post.
- Work with the other General Manager to ensure that the housing management service is responsive, enabling tenants to live in successful tenancies in great neighbourhoods.
- Work collaboratively with key partners and colleagues internally and externally (like benchmarking groups) to improve performance and services to customers. Including working closely with caretaking, income management, partnerships and investment teams.
- Lead the Older People support service providing housing support to Retirement Living (sheltered housing) Schemes. The service has c 26 Independent Living Officers providing housing support to tenants living in schemes (with a small number in the wider community).
- Develop collaborative working relationships across the service area, Directorate, wider KNH and the Council.
- To work as part of the Management Team for the Neighbourhoods Directorate and to contribute towards the development of Annual Service Plans to focus resources on core priorities.
- To monitor and develop ideas to improve performance across all service areas.
- To review service performance and develop options for continuous improvement, contributing towards IT, Policy and Procedural improvements .
- Develop reports to a range of audiences including Councillors, Tenant and Leaseholder representatives, staff groups etc.
- To develop skills that reflect the Neighbourhoods Directorate Leadership Charter:
 - Put customers first
 - Provide excellent services and aim to get things right first time
 - As individuals, be the best that they can be
 - Work efficiently and professionally
 - Embrace joined up working across KNH and with partners
 - Support and look after each other.

Please note – the Kirklees Council is currently reviewing it's housing management arrangements which may lead to a change for KNH with the service being returned to the council