

Housing Services Manager

Grade 13

Job purpose

As a Housing Services Manager, you will support the Housing Services Strategic Manager with the strategic, operational, and financial management of the business to deliver the organisation's objectives.

A key component of the role will be to develop a culture of high performance within teams (high challenge/high support) and continuous improvement in line with Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Councils key objectives to deliver a customer focused service.

There are several functions within the Homes & Neighbourhoods, and you may work in Neighbourhood Management, Income Management, Customer Support, Empty Homes, Older Persons Support, Targeted Support, Environmental Support, Partnerships and Tenant Involvement. All Housing Services Managers will be required to deputise for other Housing Services Managers and the Housing Services Strategic Manager, as and when required.

The Housing Services Manager is responsible for the day to day outcomes of the operational teams, ensuring they maximise income and that properties within the Growth & Regeneration portfolio are managed effectively, with a key focus on ensuring sustainable tenancies through early help and targeted support. The role is responsible for ensuring the delivery of a number of key outcomes including high quality, high valued services, high quality neighbourhoods and environments, cohesive and successful communities with tenants and families who are able to sustain tenancies and achieve their full potential.

This role is based within [Growth and Regeneration](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Provide high level support and challenge to resolve complex casework in relation to individuals in the context of the stronger families' agenda and early intervention and prevention.
- Be responsible for investigating and responding to higher level complaints about service delivery.
- Provide Housing Managers with regular case work supervision which both challenges and supports best practice in early intervention and prevention.
- Understand, interpret, and apply the principles, practices and legislation relating to current Housing law, relevant Codes of Practice, and legal framework, ensuring that new legislation is responded to and change to policy and procedure is implemented.
- Be proactive in finding solutions to problems and identifying areas for improvement.
- Plan, co-ordinate and deploy resources and workload appropriately to meet service and business demands.

- Provide vision and leadership to the team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- Work collaboratively with Housing Services Strategic Managers and other Housing Services Managers to monitor, analyse and deliver improvements across all relevant performance indicator areas to increase customer satisfaction.
- Prepare detailed, clearly written reports on key issues. When required present verbal reports to the Senior Leadership Team and/or other meetings/forums/panels held at a senior level.
- Participate in organisation wide service reviews and service planning acting as a lead sponsor as required and ensuring reviews are delivered through to conclusion and any arising recommendations are implemented as appropriate.
- Respond to higher level complaints and investigations, including staff issues, serious case reviews and MPs and Councillors.
- Play a key role in the annual budget setting process for your service area and manage budgets and resources in accordance with delegated authority and Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- Take individual responsibility for the overall quality, cost effectiveness and value for money of your business/service area(s).
- Ensure that all claims made against the council are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate. Carry out investigations, interrogate records, assimilate data, prepare reports, coordinate witnesses, and provide witness statements as appropriate and attend the Courts as necessary
- In relation to safeguarding ensure the team is appropriately trained and follows guidance on the recording and reporting of concerns in line with the Safeguarding Policy.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	Essential
Degree level qualification	Essential
Management qualification CIH Qualification Level 4 or above or willingness to work towards	Essential
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	Essential
Demonstrate a proven track record of delivering targets and goals within operational plans	Essential
Skill and ability to work with partner organisation to achieve common goals	Essential
Previous experience of data input and maintenance of databases and/or Contact Management Systems	Essential
Literacy and numeracy to a standard required to maintain accurate records and write high quality reports, discussion papers and communications	Essential
A good level of computer literacy to interrogate various software packages	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	Essential
Able to work flexibly and be responsive to change to improve performance	Essential
Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results	Essential
Proven experience and ability to understand the importance of budgetary control and proactively manage budgets	Essential
Travel to various locations in order to carry out the duties of the job. Possession of a full and valid driving licence and a car available for work. (Exceptions can be made for disabled applicants).	Desirable

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 and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this 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	Housing Services	Grading ID	KNH0005
Job ID	TBC	Last Updated	December 2021
Job Focus	No	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		