

Job Title: General Manager

Grade: 13

Job Family: Operational and Community

Responsible to: Service Manager

Responsible for: Team Leaders and Operational Teams

Evaluated by Grading Panel: 7 December 2017

Version: 4

PURPOSE

As a proactive General Manager the post holder will support the Service Manager with the strategic, operational and financial management of the business. The post holder will work with colleagues across the organisation and with partners in line with KNH's core behaviours and values, supporting the Service Manager and Senior Leadership Team to deliver the organisation's purpose, vision and 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 KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Councils key objectives to deliver a customer focused service.

There are a number of functions within the Neighbourhoods Directorate, and the postholder may work in Neighbourhood Management, Income Management, Customer Support, Empty Homes, Older Persons Support, Targeted Support, Environmental Support, Partnerships and Tenant Involvement. All General Managers will be required to deputise for other General Managers and the Service Manager, as and when required.

The General Manager is responsible for the day to day outcomes of the operational teams within Neighbourhoods, ensuring they maximise income and that properties within the KNH 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.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- › Provide high level support and challenge in order 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 Team Leaders 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 Service Managers and other General Managers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare detailed, clearly written reports on key issues. When required present verbal reports to the Senior Leadership Team and/or Board.
- › 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.
- › Build a culture to expect change as a part of doing business successfully and actively assists others to adapt and cope.
- › To work with the Service Manager and contribute to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Provide leadership and direction to the organisation by acting as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.
- › Deputise for the Service Manager as required.

DECISION MAKING

- › Respond to higher level complaints and investigations, including staff issues, serious case reviews and MPs and Councillors
- › Escalate issues pertaining to risk, media or political attention
- › To inform and make effective decision making to meet individual, team and overall businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders, including managers, employees, trade unions, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › Budget limit of up to £1million.
- › 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 KNH's 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).
- › Benchmark the performance of your business/service area and set 'smart' targets which bring about improvement within a Value for Money framework.
- › Contribute to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › Ensure that all claims made against KNH 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.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with KNH's Risk Management Strategy.
- › Effectively manage health and safety issues in your area of responsibility in line with the KNH Health and Safety Policy and associated legislation.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures
- › In relation to safeguarding ensure the team is appropriately trained and follows guidance on the recoding and reporting of concerns in line with the KNH Safeguarding Policy.
- › Ensure all areas of service delivery are up to date in terms of legislative and regulatory changes and adopt best practice in all relevant key functions.

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Assist in the development of and implementation of good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you and your service area comply with the confidentiality and information security policies and procedures at all times.
- › Influence, challenge and develop innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Participate in the identification of learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Service Manager**.

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

PERSON SPECIFICATION

Post Title: **General Manager**

Grade:

RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent	E	X		
Degree level qualification	E	X		
Management qualification	D	X		
CIH Qualification Level 4 or above or willingness to work towards	D	X		
<u>Experience</u>				
› 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	E	X	X	X
› Demonstrate a proven track record of delivering targets and goals within operational plans	E	X	X	
› Skill and ability to work with partner organisation to achieve common goals	E	X	X	
› Previous experience of data input and maintenance of databases and/or Contact Management Systems	E	X	X	
› Literacy and numeracy to a standard required to maintain accurate records and write high quality reports, discussion papers and communications	E	X	X	
› A good level of computer literacy to interrogate various software packages	E	X	X	
› Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	E	X	X	
› Able to work flexibly and be responsive to change in order to improve performance	E	X	X	
› 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	E	X	X	

<ul style="list-style-type: none"> › Proven experience and ability to understand the importance of budgetary control and proactively manage budgets 	E	X	X	
<p><u>KNH BEHAVIOURS</u></p> <p>Progressive</p> <ul style="list-style-type: none"> › Able to demonstrate ability to develop and implement innovative ideas to improve the service or way of working <p>Engaged</p> <ul style="list-style-type: none"> › Able to demonstrate that they are passionate about their work and what KNH is trying to achieve <p>Respectful</p> <ul style="list-style-type: none"> › Treats people as individuals with courteous, kindness and empathy and takes into account cultural sensitivities. <p>Customer Focused</p> <ul style="list-style-type: none"> › Able to demonstrate delivery of excellent customer service within a customer focused environment <p>Honest</p> <ul style="list-style-type: none"> › Proven track record of being transparent and open 	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
	E	X	X	
<p><u>Other Requirements</u></p> <ul style="list-style-type: none"> › Ability to travel around the borough › Willingness to undertake training courses relevant to the post › Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs) 	E	X	X	
	E	X	X	
	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date:

