

Job Title: Service Manager – Development

Grade: 16

Job Family: Technical

Responsible to: Head of Service

Responsible for: Operational Teams within the Service Area

Evaluated by Grading Panel:

Version: 3

PURPOSE

As a proactive Service Manager the post holder will support the Head of Service with the strategic, operational and financial management of the business. The post holder will work as a change agent with colleagues across the organisation and with partners in line with COUNCIL 's core behaviours and values. They will support the Senior Leadership Team to deliver the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and Council customers.

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 accordance to the Council's strategic objectives for Housing

The Service Manager will have overall responsibility for the delivery of The Council Housing building program. You will demonstrate effective leadership and management of the service, and will be responsible for identifying, appraising, securing and developing new projects in line with the Councils Housing/Asset strategy and HRA business plan while project managing and delivering current schemes.

The post holder will be responsible for ensuring the service works within a best value and framework, ensuring all targets and deadlines set are achieved, while ensuring that all compliance and statutory requirement are met. Working with the Head of Asset Management and other Senior Managers within the Service, you will ensure that the overall objectives of the Service, Directorate and Organisation are achieved.

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.

- › Working alongside colleagues; develop a sustainable & considered approach to delivering new council housing and innovation through construction
- › Establish strategic objectives and develop a pipeline of new Council Housing ensuring a consistency of approach by adopting the formal development process
- › Work with colleagues and external partners to realise development opportunities through building and acquisition to deliver at least 100 new homes per annum
- › Establish strategic workstreams across all construction methods and champion innovation to accelerate construction where feasible
- › Establish a programme of Low Carbon and Passivhaus housing ensuring a minimum of 40% of all new housing meets the Passivhaus Standard
- › Establish a robust approach to scheme and overall programme viability using development appraisal software (Asprey)
- › Work with colleagues in wider management team to recognise opportunities to re-develop existing land assets through a programme of Regeneration and repurposing
- › Oversee all new build schemes from conception to completion, ensuring all schemes meet the formally defined quality standards for new housing and demonstrate application of Local planning policy, SPD and Future Homes Standard
- › Ensure data in relation to current and future development programmes is at all times up to date, accurate and available to the senior leadership team.
- › Monitor reporting and review of the team's performance indicators and present timely KPI updates
- › Establish effective working arrangements with colleagues in planning to ensure the smooth transition of new schemes from Pre app to full planning ensuring minimal discharge conditions in all cases
- › Work with colleagues to develop the approach to mixed tenure housing ensuring developments reflect a mixed economy while delivering diversity
- › Works with colleagues to Develop approached to de-risk development through a range of tenures, income generation and maximised grant subsidy
- › Work closely with other operational managers and the Senior Leadership Team within the Property Services Directorate to ensure the smooth transition of new homes into the organisational management
- › Direct all operational aspects of relevant business/service area.
- › To be responsible for planning, co-ordinating and redeploying resources and workload appropriately to meet service and business demands.
- › Work collaboratively with HOS to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase overall productivity
- › Prepare detailed, clearly written reports on key issues, proposals and performance. When required present reports to the SLT/ET/LMT/Cabinet
- › To participate in organisation wide service reviews and service planning policy acting as a lead sponsor as required and ensuring reviews are delivered through to conclusion and any arising recommendations are implemented as appropriate.
- › Providing 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.
- › Build a culture to expect change as a part of doing business successfully and actively assists others to adapt and cope.
- › 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 positive role model through the promotion of Council purpose, vision, behaviours, achievements and successes.
- › Deputise for the Head of Service as required.

DECISION MAKING

- › Strategic decisions around the future needs of the business in relation to changing legal, financial and economic factors.
- › 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

- › To contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of the Council.
- › 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

- › Take a lead role in the annual budget setting process for your service area and manage budgets and resources in accordance with delegated authority and the organisation's financial procedure rules. Take responsibility for required corrective action when necessary.
- › Working with commercial colleagues; oversee accurate and timely financial reporting for your service area
- › Take individual responsibility for the overall quality, cost effectiveness and value for money of their business/service area(s).
- › Benchmark the performance of the service and set 'smart' targets which bring about improvement within a Value for Money framework.
- › As part of the Leadership Team support in developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › To 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.
- › Embed a culture of risk management and appropriately assess, monitor and mitigate operational risks in line with Councils Risk Management Strategy.

- › Effectively manage health and safety issues in your area of responsibility in line with the Health and Safety Policy and associated legislation.
- › In relation to safeguarding ensure the team is appropriately trained and follows guidance in relation to the recording and reporting of concerns in line with the policy.
- › To ensure that 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.
- › Ensure service area activities comply to the latest GDPR regulations

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › To be an active team player and develop strong supportive relationships with all work colleagues.
- › Actively promote and be committed to delivering Councils Purpose, Vision, Corporate Values and Behaviours.
- › Lead in the development of and implementation of good working practices in line with all Councils Policies e.g Health and Safety and Equality and Diversity etc.
- › Ensure you and your service area comply with the confidentiality and information security policies 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 **Head of Service**.

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 Human Resources Department so this can be addressed.

The Council 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 Equality Act 2010.

PERSON SPECIFICATION

Post Title: **Service Manager – Development**

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 or equivalent	E	X		
Professional qualification: MCIQB, MRICS, RIBA, MCIH	E	X		
<u>Experience</u>				
> Developing long term pipelines of mixed tenure housing to deliver place making	E	X	X	X
> Regeneration/Land/asset assembly to achieve programme delivery	E	X	X	X
> Establishing long term and sustainable construction delivery solutions	E	X	X	X
> Establishing long term multi-agency partnerships to deliver corporate objectives	E	X	X	X
> Delivering quality and consistency through a formally approved development process	E	X	X	X
> Securing long term funding and grant to support viability-based development programmes	E	X	X	X
> Delivering housing sustainable solutions to meet wide scale housing need across a range of tenures	E	X	X	X
> Comprehensive understanding of LP strategy and Policy (including relevant SPD)	E	X	X	X
> Delivering innovation in construction (MMC)	D	X	X	
> Delivering low carbon/passivhaus standard housing	D	X	X	
> Championing the use of technology to deliver specialist housing needs	D	X	X	
> Excellent written and verbal communication with the ability to express 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 complex targets and goals within operational/service plans	E	X	X	
> Skill and ability to work with partner organisation to achieve common goals	E	X	X	
> Experience of data input and maintenance of databases and/or Contact Management	E	X	X	

<p>Systems</p> <ul style="list-style-type: none"> › Literacy and numeracy to a standard required to maintain accurate records and a good level of computer literacy to interrogate various software packages › Knowledge of Health & Safety, Equality and Diversity, Safeguarding Legislation in relation to the role › Able to work flexibly and be responsive to change in order to improve performance › 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 › Proven experience and ability to understand the importance of budgetary control and proactively manage budgets 	<p>D E E E E E</p>	<p>X X X X X X</p>	<p>X X X X X X</p>	
<p><u>COUNCIL 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"> › Demonstrates that they are passionate about their work and what COUNCIL is trying to achieve <p>Respectful</p> <ul style="list-style-type: none"> › Treats people as individuals, courteous, kind, 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 	<p>E E E E E</p>	<p>X X X X X</p>		
<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) 	<p>E E E</p>	<p>X X X</p>		

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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: