Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title:**  Team Leader( Housing Operations) | | | **Director/Service/Sector:** Local Services/Housing/Housing Operations | | **Office Use** |
| **Band:** 7 | | | **Workplace:** Civic Centre | |  |
| **Responsible to:**  Area Housing Manager | | | **Date:**  July 2017 | **Manager Level** |
| **Job Purpose:** Manage two separate teams of operational front-line staff to deliver the Housing Services operational functions including Income collection, Estate Management, Tenancy Management and low level Anti-Social Behaviour to the required standards within Northumberland  Assist in developing new initiatives, reviewing existing practices and contributing to the broader development and growth of the service functions and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility. | | | | | |
| **Resources** | Staff | Manage two separate teams of operational staff directly delivering Housing services to tenants,service users and/or the general public and an Officer responsible for managing the Gypsy Roma Traveller sites. One team has responsibility for managing the Council’s stock in Alnwick and the other in Blyth. | | | |
| Financial | | Some responsibility for allocated service budgets, monitoring significant expenditure/income, raising orders or processing invoices in respect of the operational services. | | | |
| Physical | | Shared responsibility for the safe keeping of valuable and confidential documents e.g. personal financial and benefit documentation to analyse this information to apply to Income Management processes and day to day management of the Council’s housing stock containing complex corporate data. .Abide by all information governance and related requirements. | | | |
| Clients | | Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development and implementation of policies, procedures and services. | | | |
| **Duties and key result areas:**   1. Manage the work of a large team of operational frontline staff to ensure efficient and effective Housing services are provided to the required standards. 2. Plan, schedule and allocate work to achieve set quality and performance standards ensuring that all staff fully understand their role. 3. Ensure the correct logistics for plant and staff when planning the annual schedule of work. 4. Conduct risk assessments and ensure that they are understood and rigorously followed to ensure healthy and safe working practices. 5. Assist to identify staff development needs, conduct appraisals, arrange training and act as coach and mentor as appropriate. 6. Deliver specific services taking responsibility for allocated customer groups, activities or transactions as assigned by senior staff from time to time. 7. Assist to develop policy, procedures, deliver strategies, promotion and funding initiatives to bring the service’s business plans and objectives into effect. 8. Undertake investigations, assignments, site and client assessments under the direction of senior members of staff and in accordance with service standards. 9. Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues. 10. Maintain appropriate legal documentation and work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures. 11. Produce management reports and information based upon operational or research data to inform and assist the business planning process. 12. Process payments, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations. 13. Monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations. 14. To act in any role allocated in the Council Emergency and Business Continuity Plan when required. 15. Assist to consult and negotiate with clients, market services and promote good customer relationships. 16. Liaise and arbitrate with tenants,elected members, clients, sub- contractors, support services and Directorates of the County Council 17. Represent the interests of Housing Services and the County Council at public meetings, district or parish council meetings, public enquiries etc. 18. Contribute to the development and maintenance of quality, environmental and health and safety systems. Embrace the concepts of customer care and IiP in all activities. 19. Support the Team when dealing with customers with high vulnerability issues and dealing with sensitive information in relation to an applicant or family's circumstances for example serious DV case and cases of a sexual nature and other Safeguarding cases. 20. Handling of sensitive data and dealing with sensitive issues. With these case attendance will be required at the MARAC meetings(domestic violence multi agency meeting) and MAPPA meetings (multi agencies dealing with high profile offenders).   The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | | |
| **Work Arrangements** | | | | | |
| Transport requirements:  Working patterns:  Working conditions: | | Travel to work sites, area offices or training venues throughout the County on a routine basis and further afield on occasion.  Normal working week, Monday to Friday, with early mornings, occasional evening, weekend, emergency call out work and Bank Holiday working  Standby or call out arrangements may apply.  Significant exposure to difficult situations involving customer complaints and disputes. | | | |

Northumberland County Council

**PERSON SPECIFICATION**

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| **Post Title:** Team Leader Housing Services | **Director/Service/Sector:** Local Services,Housing Services |  |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** | | |
| A good standard of education to NVQ Level 4 or equivalent  In depth working knowledge of the main operational, procedural and practical issues relating to Housing Management  An understanding of the key health and safety issues relating to the service.  In-depth working knowledge of professional theory, practice and procedures.  Knowledge of current international laws, regulations, policies, procedures, trends, and developments.  Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment.  Demonstrates an awareness and commitment to proactive customer care and services.  Evidence of ongoing personal development. | A relevant management qualification or Degree  A relevant housing qualification. | (a), (i) & (r) |
| **Experience** | | |
| Experience in applying a range of relevant supervisory methods, tools and techniques.  Experience in working collaboratively with service users.  Experience in engaging effectively with others and building productive partnerships.  Experience of implementing and monitoring safe systems of work to comply with Health and Safety policies.  Experience of managing finance and staffing resources to deliver services within agreed budgets. | Experience in using Google applications.  Understanding of client/contractor relationships  Operational Risk Management  Experience in conducting staff appraisals.  Experience in a particular relevant specialist area.  Supervising staff and their productivity. | (a), (i) & (r) |
| **Skills and competencies** | | |
| Effective IT skills and able to use ITC to achieve work objectives.  Ability to prepare concise and accurate risk assessments.  Ability to plan annual work schedules for multiple teams and have the ability to vary these at short notice  Prepares written, verbal and other media that are rational, convincing and coherent.  Effectively expresses own views using appropriate means depending upon the audience.  Numerate and able to prepare business related statistics.  Applies a methodical approach to problem solving.  Negotiation skills and able to persuade others to an alternative point of view.  Remains calm and logical in stressful and difficult situations.  A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.  Dependable, reliable and keeps good time.  Models and encourages high standards of honesty, integrity, openness, and respect for others.  Helps create a positive work culture in which diverse, individual contributions and perspectives are valued.  Proactive and achievement orientated.  Able to apply own initiative to overcome day-to-day operational problems. | Skilled in the use of Google  Committed to continuous professional development  Committed to continuous service improvement  Strong interpersonal skills with the ability to build excellent working relationships | (a), (i) & (r) |
| **Physical, mental and emotional demands** | | |
| Normally works from a seated position but with regular need to walk, bend or carry items.  Need to maintain general awareness with ongoing periods of enhanced concentration.  Extensive contact with public/clients in dispute with the County Council.  Ability to deal with situations and information which may place significant emotional demands on the postholder. |  | (a), (i) & (r) |
| **Other** | | |
| Able to meet the transport requirements of the post.  Able to work outside of normal office hours including weekends, evenings and early mornings. |  | (a) & (i) |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits