

**JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Title**: Housing and Neighbourhood Manager | | | |
| **Department**: Housing Service | | **Post No**: | |
| **Division/Section**: Customer and Communities | | **Post Grade**: 12 | |
| **Location**: 6 Knowsley Place | | **Post Hours**: 37 | |
| **Special Conditions of Service**:  Car required as will require to undertake home visits and work from site. | | | |
| **Purpose and Objectives of Post**: | | | |
| **Accountable to**: Kimberley Partridge, Head of Housing and Neighbourhood Services | | | |
| **Immediately Responsible to**: Kimberley Partridge, Head of Housing and Neighbourhood Services | | | |
| **Immediately Responsible for**: Housing Team | | | |
| **Relationships: (Internal and External)**  **Internal –**  **External** – | | | |
| **Control of Resources**:  n.a | | | |
| **Job Description prepared by:** | **Sign: K Partridge** | | **Date: 19.03.24** |
| **Agreed correct by Post holder:** | **Sign:** | | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign: K Partridge** | | **Date: 19.03.24** |

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Essential/**  **Desirable** | **Method of Assessment** |
| **Qualification** |  |  |
| Housing qualification or relevant housing experience | D | Application/Certificates |
| **Knowledge and Experience** |  |  |
| 1 Experience of working in the social housing sector and knowledge of the Government’s agenda and initiatives for housing that will impact on the business  2. Knowledge of customer service standards and experience of delivering high quality customer focused services within a targeted performance framework  3. Experience of monitoring and evaluating customer service delivery and developing procedures for service and performance improvements  4. knowledge and experience of dealing with housing management, community development and neighbourhood management issues  5. Experience of developing and maintaining multi-agency partnerships in relation to housing management, neighbourhood management and community development  6. knowledge and experience of staff supervision, including leading and motivating a team, recruitment, monitoring work performance, appraising staff, identifying learning and development needs and dealing with attendance issues  7. Experience of working within a budget, obtaining value for money for services purchased and working to internal financial procedures  8. Experienced user of standard business IT systems and in house databases, producing information and reports, including guiding others | E  E  E  E  E  E  D  D | Application form/Interview  Application form/Interview  Application Form/ Interview  Application Form/ Interview  Application Form/ Interview  Application form/Interview/ Assessment centre  Application form/interview  Application form / interview |
| **Skills and Abilities** |  |  |
| 1. Well developed communication and influencing skills when dealing with customers, partner agencies and staff. Ability to explain ideas, concepts, polices and procedures clearly 2. Ability to build effective relationships internally and externally, with sensitivity, tact and diplomacy, in difficult and challenging circumstances 3. Ability to investigate problems, analyse information and find creative solutions from a range of options 4. Ability to lead and motivate a team, using appropriate communication, coaching, motivation and performance management techniques to achieve service objectives, targets and outcomes 5. Ability to prioritise own workload and that of others to meet deadlines, business objectives and respond to changing demands | E  E  E  E  D | Application form / interview / assessment  Application form / interview  Application form / interview  Application form / interview / Assessment  Application form / interview |
| **Other** |  |  |
| 1. Willing to work flexibly | E | Interview/References |