

**JOB DESCRIPTION**

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| **Post Title**: Independent Living 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** |

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| **Criteria** | **Essential/**  **Desirable** | **Method of Assessment** |
| **Qualification** |  |  |
| 1. A Housing qualification or NVQ in Housing Studies or equivalent  2. Current First Aid Training Certificate | D  D | Application form/ Production of Certificate  Application form/Production of Certificate |
| **Knowledge and Experience** |  |  |
| 1. Experience of working in a social housing or care environment 2. Experience of working in a customer focused environment with a proven track record of delivering excellent customer services 3. Experience of dealing with, negotiating and developing good working relationships with customers and external contractors. 4. In depth knowledge of relevant legislation related to tenancy management, anti social behaviour, arrears recovery and supported tenancies. 5. Experience of multi agency and partnership working and experience of its implementation at management level 6. Knowledge and experience of Welfare Benefits provision and Tenancy Support issues and experience of its application. 7. Experience of using PC based I.T. systems including financial spreadsheets and databases. 8. Be able to prioritise own workload in order to meet targets, deadlines and changing demands. 9. Experience of implementing change and improvements through review of business processes and procedures 10. Experience of carrying out risk assessments and compliance checks related to the management of buildings | E  E  E  E  D  E  E  E  E  E | Application form/Interview/assessment  Application form/Interview  Application form/Interview  Application form/Interview  Application form/Interview  Application form/Interview  Application form/Interview  Application form/interview  Application form/interview  Application form/interview |
| **Skills and Abilities** |  |  |
| 1. Able to work effectively as part of a team and on your own with minimum supervision. 2. Ability to deal with customers effectively efficiently and sensitively in sometimes challenging situations and the ability to conduct potentially sensitive or difficult interviews with tenants. 3. Able to communicate effectively with people from diverse backgrounds and with special needs | E  E  E | Application form/Interview  Application form/Interview/assessment  Application form/Interview/assessment |
| **Other** |  |  |
| 1. Willing to work flexibly 2. Enhanced Criminal Records Bureau Check | E  E | Application form  Application form/References |