



POST TITLE	LOW RISE AND MIXED TENURE AREA-BASED INVESTMENT MANAGER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	HEAD OF AREA BASED REGENERATION AND SHARED REPAIRS
NUMBER OF POST HOLDERS	1
ACTING UP/SECONDMENT	N/A

#### PURPOSE OF JOB

The postholder will be responsible for development and delivery of Estate Based regeneration projects, Whole House Retrofit projects and Mixed Tenure Improvement projects in existing low-rise housing, and associated tenant and resident engagement.

The postholder will work with colleagues across multiple service areas and Directorates to ensure delivery of appropriate high quality, customer-focused Housing Services.

This includes:

- All aspects of the Council's relationship with residents related to this service area.
- Delivery of large-scale capital investment in existing Council homes.
- Supporting the housebuilding programme and state regeneration.
- Development and delivery of wider Council and Scottish Government housing strategies, including statutory compliance.
- Identifying and working with key delivery partners and stakeholders to meet identified targets.
- Effective financial planning and risk identification and mitigation

#### THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Responsible for representing the Council and for providing professional expertise, direction and advice on all matters to do with the specific area of responsibility.
- Will work at a senior level to deliver operational housing services, continuous improvement, innovation and change including ensuring multiple projects are implemented on time and on budget.
- Development, management and implementation of policies, strategies and procedures to ensure compliance with all relevant legislative and regulatory requirements and to support the delivery of housing and wider Council strategies.
- Effective financial management and planning for budgets. Monitor and manage revenue budgets. Managing Grant claims where appropriate. Identifying risks and taking action to address budget shortfalls/surpluses as required.
- Identifying and managing risks to service delivery
- Embed and deliver a performance and customer-focused culture within the service identifying opportunities for continual improvement, harm prevention, efficiencies, responding to feedback from customers and partners and involving staff in service improvement.

- Ensure services are delivered in accordance with all relevant Council governance and operating requirements. This will include Committee reporting, Elected member briefings, procurement, contracts standing orders etc.
- Planning and decision making at a strategic level to ensure the effective management and development of resources to ensure best value and to support future service requirements.
- Stakeholder management
- Ensure all external contractors are procured and effectively managed to meet the objectives of the service and comply with the Council's controls, performance requirements and deliver best value.
- Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner taking account of accessibility requirements.
- Required to respond to regular press enquiries and proactively plan media communications to raise awareness of the role of the Council in their service area.

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- Requires knowledge and skills to strategically manage an operational area within a housing and/or repairs and maintenance environment.
- Requires experience in programme and project management approaches, strong technical and business background, and experience in an environment where strategic change and continuous improvement has been demonstrated is essential in this post, as is familiarity with the principles of change management. This will usually mean the post holder is qualified to degree or postgraduate level in a relevant discipline and will have an additional management qualification or extensive management experience.
- Required to operate effectively in a dynamic environment with a high level of autonomy in day to day delivery and decision making for the front line services.
- Will be required to continually review and develop the service in response to developing policy, strategy and legislation and to ensure continuous improvement/innovation.
- Will be required to prepare analysis, recommendations and reports on complex policy, strategic and operational issues which reflect agreed or proposed outcomes, performance, financial and policy issues.
- Required to effectively manage a significant level of reputational and political risk in the delivery of their responsibilities.
- An entrepreneurial and commercial approach to planning and delivering services to ensure opportunities for generating income and ensuring service efficiencies are identified and realised.
- Demonstrate a creative and constructive approach to resolving issues and solving complex problems and develop a positive environment that encourages staff and reporting managers to do the same.
- Required to demonstrate ability to develop successful and strategic relationships with Councillors, senior Council staff Chief Officials/Senior Officers, other employees, Trade Union officials, partner organisations, external service providers and members of the public to represent Council interests.
- Ability to inform and influence discussions with national agencies such as the Scottish Government and other national bodies and local authorities to research and evaluate issues of concern to the Council, participate in discussion, gather information and provide advice as appropriate.
- Provide input to a range of strategic and operational matters within both the division and corporately. Implement corporate strategies, monitor and evaluate policy; and decide on the best approaches to managing staff and the allocated budgets. Make strategic decisions on the future development of a specialist council service covering the entire council and/or a large area of the city.
- Make a range of decisions which have a major impact on Council income, service performance, policy, staffing, service delivery, budgets and relationships.
- Perform a central role in the development and progression of the delivery of the landlords' repairs and maintenance responsibilities including health and safety and delivery of investment programmes.
- Ensuring effective use of ICT across the service and continuous development in line with the service and Council Digital Strategy.
- Contribute to the management and delivery of wider financial savings.

**ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- Will operate with considerable autonomy and will be required to manage what are often competing and/or conflicting demands on the service.
- Responsible for the effective management and development of a wide range of services not only to time-bound operational demands, but also to incorporate the impact of local and central government legislation.
- May be exposed to some adverse working condition when working on site. The majority of work will be within the range of normal office-based activities. The post will be expected to attend inspections and meetings including with residents, elected members and contractors as required.
- The demands of this post may on occasions include physical environmental demands such as the use of equipment or materials. The post will be required to maintain personal resilience in potentially emotionally hostile customers or groups of stakeholders face to face or by other communication methods.

**SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

Responsible for leadership, development and management of Team Leaders/Senior Officers and wider staff groups across a range of areas of responsibility including some from specialist services and disciplines. This includes succession planning and resilience to ensure business continuity. There will be up to 12 direct reporting staff (across grades 9,8 and 7 covering a range of remits).

**RESOURCES**

The Low-Rise and Mixed Tenure Area Based Investment Manager will be responsible for generating income and/or managing expenditure budgets for delivery of operational services and capital investment of up to £40 million annually. Some posts may manage resources in excess of these amounts.

**HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems and procedures.
- Reporting any hazards, damage or defects immediately to their line manager.
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).