

POST TITLE	TEAM LEADER – HOUSING LOCALITIES
DIRECTORATE	PLACE
SERVICE	HOUSING & HOMELESSNESS
RESPONSIBLE TO	LOCALITY HOUSING MANAGER
NUMBER OF POST HOLDERS	13
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Responsible for managing an area of up to 10 patches and 2,000 tenants. Provide strong and effective leadership to housing officers, colleagues and partners to ensure the delivery of an outstanding service to customers.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Lead, support and develop a team to deliver exceptional customer service that improves the quality of life of Council tenants and the wider community.
- Contribute to the implementation of operational strategy, service planning and development in the locality housing management team.
- Deliver outstanding performance results ensuring that services are continually improving and evolving in response to customers' needs and expectations.
- Ensure effective operational measures and controls are in place to meet income targets and expenditure constraints, quality assurance, risk management and best value.
- Ensure effective controls are in place for the implementation of policies and procedures to ensure compliance with all relevant legislation and regulation and ensure that services support the delivery of relevant service and Council objectives, strategies and commitments.
- Provide professional advice, support and assistance to the Operational Manager and deputise as required.
- Take a lead and effective role when contributing to the continuous improvement of Housing Service functions. Actively encourage cultural change, ongoing service improvements and create a climate of excellence in order to meet the objectives of the Service.
- Provide support and guidance to team members and colleagues in dealing with complex complaints and circumstances, often taking responsibility for escalated cases.

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

- Analyse, make recommendations, report on and deliver strategies, policies, business processes and projects and procedures designed to improve cost-effectiveness and efficiencies of the service and to enhance customer service and reputation.
- Motivate direct reports and officers within the service to achieve a best value performance culture.
- Prepare analysis, recommendations and reports on strategic and operational issues which reflect agreed or proposed outcomes, performance, financial and policy issues.
- Produce high quality management, performance and project reports and other written work, often working to deadlines. This will include reports to the Senior Management Team on complex and potentially sensitive issues.
- Use initiative and creativity to identify opportunities for service improvements and/or more efficient ways of working.
- Should have a relevant degree or professional qualification, or considerable relevant experience and demonstrated competence, including managing services and projects, budgets, staff and customers.

- Knowledge of managing large and complex budgets, risk management, resource planning, performance monitoring and control, programme and project management skills (preferably using PRINCE2 methodology) etc.
- Develop, maintain and lead effective relationships with a diverse range of people including senior managers, organisations and multiagency groups.
- Ongoing communication with the public and elected representatives in relation to the delivery of Council services in the locality, including aspects of policy and service design and delivery for which you may be leading for the service.
- Respond to press enquiries and work in partnership with corporate communications and proactively plan tenant and resident communications to raise awareness of the role of the Council's Housing Service.
- Liaise with professional bodies in relation to legislative, technical advice, guidance and statutory authorities to ensure high standards of regulatory compliance are maintained.
- Make decisions on complaint resolution on a regular basis and take appropriate action to rectify to customer satisfaction.
- Contribute to the setting of annual budget for the service and will be responsible for monitoring and approving spend against this.
- Decisions will impact on the management and quality of the housing service in Edinburgh including compliance with statutory duties and legislation, delivering services within budgets and business plans, tenant and customer satisfaction, staff and contractor safety and security etc.

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

- Full responsibility for directing and managing multiple resources to meet deadlines and for assessing priorities on a regular basis that have significant impact on the service delivery and financial viability of the organisation.
- Participate in out of hours emergency service where required and on a rota basis, acting as main point of contact, making any decisions reasonably required, including decisions for ensuring effective response to customers, workforce safety, emergency repairs, assessing priorities and planning resources.
- This is an operational post and considerable site attendance/activity will be necessary in tenants homes, in the community and in a building maintenance and construction environment.
- Carry out duties in both office and on site environments, including within tenants homes (20% of time), on site activity in all weather conditions and can include in a building maintenance and construction environment.
- Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines. Health and safety guidelines with risk assessments should be adhered to when conducting site visits. Operate in accordance with the Council's Lone Working policy.

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

Responsible for the recruitment, induction, management and development of up to 20 staff.

May be responsible for the supervision and management of a number of external contracts

RESOURCES

Contribute to the setting of annual budget or the service and will be responsible for monitoring and approving spend against this.

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; and
- 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.