

POST TITLE	SENIOR HOUSING DEVELOPMENT OFFICER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	HOUSING AND HOMELESSNESS STRATEGY MANAGER HOUSING AND HOMELESSNESS SERVICE IMPROVEMENT MANAGER
NUMBER OF POST HOLDERS	17
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Lead responsibility for developing and improving one or more areas of the Housing and Homelessness Service and ensuring the quality and performance of the service is delivered to customers at the highest standard possible. This will include working closely with managers and teams across the service, other Council functions and with partners and customers.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Leading on the development and implementation of operational strategy, service planning and development for one or more areas of the Housing and Homelessness Service.
- Directly manage improvement programmes and projects leading to the development of services that reflect the needs and aspirations of our customers and comply with the Council's governance requirements.
- Negotiate and manage resources from across Council services to ensure programmes and projects have the support required to be delivered on time, within budget and are governed effectively.
- Ensure that effective partnership governance arrangements are in place for services and programmes which directly involve partners.
- Support operational managers to deliver Housing and Homelessness Services that meet standards and comply with internal controls and external housing and related regulatory frameworks.
- Deliver programmes and projects within approved budgets recognising the financial constraints on the service and recommending savings; as appropriate.
- Ensure effective operational measures and controls are in place to meet housing income targets and expenditure constraints, quality assurance, risk management and best value.
- Ensure all external contractors are procured and effectively managed to meet the objectives of programmes and projects you are responsible for and comply with the Council's controls, performance requirements and deliver best value.
- Develop, manage and implement policies and procedure to ensure compliance with all relevant housing and related legislation and regulation and ensure that services support the delivery of the Council's Housing Strategy.
- Contribute professional and managerial housing expertise to the development of strategy, policy and initiatives that impact on the effective delivery of the Housing Service.

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

- Leading projects and programmes that strive for exceptional customer service in a challenging environment.

- An entrepreneurial and commercial approach to planning and delivering services to ensure opportunities for generating income and reducing costs are exploited effectively for the benefit of customers.
- Take forward new approaches to housing services that carry a degree of risk but generate added value for customers, reducing the cost of services provided.
- Liaise with a large number of internal and external stakeholders at a senior level. There will be a high level of competing priorities which must be dealt with effectively and diplomatically.
- Demonstrate a positive and constructive approach to resolving complex and sometimes seemingly intractable problems.
- Interpret a range of complex legislation, policy, programme and contract information, analyse key issues, principles and inter-dependent factors is essential in order to ensure that decisions are properly informed by elected members and internal/external stakeholders.
- Councillors, senior officers, Chief Officials, other employees, Trade Unions, partner organisations, external service providers and members of the public.
- Contribute to submissions and 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. Take account of corporate strategies, monitor and evaluate policy; and decide on the best approaches to managing staff and the allocated budgets within the Housing and Homelessness Service.
- Influence the shape and pace of the Housing and Homelessness Service through decisions made in relation to budget management, inter-dependencies, risk and capacity. The post is responsible for the effective management and development of programmes and operations, including: workforce planning; quality assurance; staff recruitment; procurement and management of external contractors and performance management.
- Make a range of decisions which have an impact on Council income, service performance, policy, staffing, service, budgets and relationships. Well informed and effective decision making and service performance will have an impact on the Council's financial position and reputation as well as the well being of tenants living in Council homes.
- Perform a central role in the development and progression of the delivery of the Housing Service with direct impact to the health and safety of tenants and the establishment and maintenance of close and effective relationships with partner organisations.
- Should have a relevant degree or equivalent professional qualification, or considerable relevant experience and demonstrated competence, including managing services and projects, budgets and customers. Also requires knowledge of managing budgets, risk management, resource planning, performance monitoring and control, programme and project management skills.
- Must have knowledge and skills to be able to operate at a senior level with partners and senior managers in the Council, strong programme and project management skills, strong technical and business background, and experience in an environment where leading strategic change and continuous improvement and change.
- Able to communicate and negotiate effectively at all levels to articulate the vision across the organisation and the wider community. Knowledge of Local Government Sector and a thorough appreciation of political processes within local authorities are required.

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

- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.
- Operate with considerable autonomy and will be subject to competing and conflicting demands for service delivery. Such demands will come from various sources such as Management teams, the Council Executive and Elected Members as well as Council staff.

- Responsible for the effective management and development of a wide range of services. The post works in a varying environment, often dealing with conflicting political and other vested interests. This means that the post works with a high level of competing priorities and demands, all within tight deadlines, and often subject to revision, which must be dealt with effectively and diplomatically.
- There will be a need to manage services not only to time-bound operational demands, but also to incorporate the impact of local and central government legislation.

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

No direct line management requirement. However will be responsible for leading and project managing interdisciplinary operational and project teams from across the Council and its partners to deliver high quality housing services.

RESOURCES

Responsible for the delivery of a range of programmes and projects for the Housing Service.

Responsible for the co-ordination and management of partners and external contractors within the service area to ensure the delivery of effective housing services.

Responsibility for managing programme and project resources and the management of a number of contracts. The post will be responsible for a range of office equipment and will update and maintain data.

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](#).