

POST TITLE	HOUSING DEVELOPMENT OFFICER
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	RESOURCE OFFICER
NUMBER OF POST HOLDERS	13
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

Responsible for supporting the development and improvement of one or more areas of the Housing Service to ensure that the service delivered to customers is of 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

- Assist in the development and implementation of operational strategy, service planning and development one or more areas of the Housing Service.
- Support 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.
- Support effective partnership governance arrangements for services and programmes which directly involve partners.
- Analyse and report on how Housing Service processes and controls meet housing income targets and expenditure constraints, quality assurance, risk management and best value.
- Support the management of external contractors and assist them meet the objectives of programmes and projects to improve the housing service and that they comply with the Council's controls, performance requirements and deliver best value.
- Assist in the development, management and implementation of housing policies and procedures 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 and business plan.
- Contribute housing knowledge 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)

- Hold a relevant HND/SVQ4 or equivalent technical qualification, or considerable relevant experience and demonstrated competence, including managing services and projects, budgets and customers. Also requires knowledge of managing budgets, project and risk management, resource planning, performance monitoring and control, programme and project management skills.
- The post must have knowledge and skills to be able to operate at an appropriate level with partners and senior managers in the Council. The post must have project management skills, and a strong business background, and experience in an environment of operational change and continuous improvement.
- The post must be able to communicate and negotiate effectively at all levels to articulate the service vision across the organisation and the wider community.
- Manage and support specific projects drawing on the support of multi disciplinary teams.
- Support the development of entrepreneurial and commercial approaches to planning and delivering services to ensure opportunities for generating income and reducing costs are exploited effectively for the benefit of your customers.

- Assist in developing innovative and creative new approaches to housing services that carry a degree of risk but that generate added value for your customers, reducing the cost of services provided to them and creating opportunities to improve their well being, quality of life and economic and financial circumstances.
- Liaise with a large number of internal and external stakeholders at different managerial levels sometimes at a very senior level.
- 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.
- Build successful and strategic relationships with colleagues in the Housing Service, partners and customers and other Council services involved in delivering the Housing Service.
- 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.
- 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 service.
- Help to influence the shape and pace of the housing services through the decisions made in relation to budget management, inter-dependencies, risk and capacity.
- Assisting in the effective management and development of programmes and operations.
- The post will inform a range of decisions which have a major impact on Council income, service performance, policy, staffing, service, budgets and relationships. It will assist senior staff and partners arrive at well informed and effective decisions relating to the operations of the Housing Service and its business strategy.
- Provide information, advice and support to customers and tenants of the Housing Service

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

- The post will operate with considerable autonomy and will be subject to competing and conflicting demands for service delivery.
- Supporting 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 projects 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 conditions when working on site. The majority of work will be within the range of normal office based activities.
- The post will occasionally be expected to attend inspections and meetings on site as well as in the homes of tenants alongside elected members, senior officers and tenants.
- The post will be required to maintain personal resilience in potentially emotionally hostile customers or groups of stakeholders on occasions a daily basis, face to face or by other communication methods.

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

- No direct line management requirement.

RESOURCES

- Monitoring income and expenditure on programmes and projects.
- Preparing and developing business cases for resources for programmes, projects and operational services.
- The post will assist in the co-ordination and management of internal resources from across the Council and external contractors within the service area to ensure the delivery of effective housing services.

- The post holder may have responsibility for programme and project resources of up to £1million and the management of one or more contracts.

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](#).