

## **DOVER DISTRICT COUNCIL**

### **JOB PROFILE**

#### **I. IDENTIFYING FACTS**

**Post Title:** Housing Manager – Income and Systems

**Responsible to:** Head of Housing

#### **II. JOB PURPOSE**

In conjunction with the Head of Housing and the Housing Manager - Operations, to be responsible for the delivery of high-quality housing services on behalf of the Council through the development and implementation of housing services, to meet the requirements of the Housing Regulator, and any additional tenant services as required by the Council.

While the role crosses all areas of Housing Management, the post holder will have specific responsibility for rent collection, arrears recovery, money and benefits advice, and management of the housing IT systems. This includes the line management of the relevant Team Leaders, to ensure they deliver high levels of performance and customer service.

#### **III. RESPONSIBILITIES**

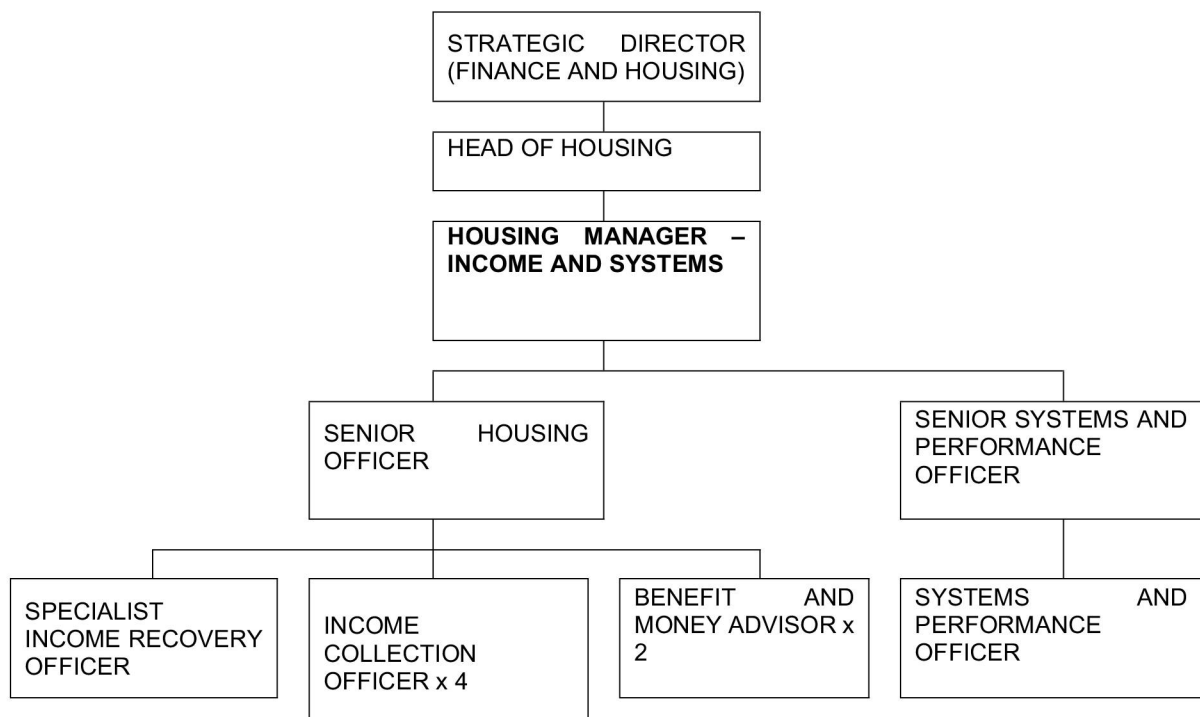
- 1 Provide expertise and support the Housing Policy Team in the development and implementation of all statutory and DDC non statutory housing strategies, policies and procedures relating to the management of council housing stock.
- 2 Monitor Government policy, briefing the Council and Officers on the impact of potential changes and working with the Housing Policy Team to respond to consultations as appropriate.
- 3 Provide clear and decisive leadership to the Income and Systems teams, to enable them to deliver high levels of performance and customer service to internal customers, Council tenants and leaseholders.
- 4 Ensure all rent account transactions are in line with relevant legislative, regulatory and Council policies and requirements.
- 5 To oversee the provision of signposting, advice and support to tenants to improve financial resilience, and maximise take-up of eligible and relevant benefits.
- 6 Provide support, advice and training to senior housing officers in relation to complex tenancy management matters.
- 7 Ensure that legal action in relation to tenancy enforcement is progressed promptly and appropriately by relevant Officers.
- 8 Proactively lead on and ensure that links are made and maintained with all relevant bodies to secure a partnership approach to addressing safeguarding concerns, and other complex cases involving vulnerable tenants.
- 9 Working with the Strategic Housing Team, to lead on the preparation for readiness for inspection, including the development and maintenance of performance targets, the maintenance of accurate records and the implementation of action plans.

- 10 Line management responsibilities where appropriate, including performance management, mentoring, coaching, recruitment, capability and disciplinary matters.
- 11 Budget monitoring and procurement of relevant goods and services, in compliance with financial regulations and contract standing orders.
- 12 Any other reasonable duties that may be required from time to time.

#### IV. **MANAGEMENT RESPONSIBILITIES**

- 1 Comply with and implement the Council's Equality and Health & Safety policies and associated responsibilities.
- 2 Responsible for staff management including;
  - Motivation
  - Training
  - Recruitment & selection
  - Performance & competency assessment
  - Capability management

#### V. **STRUCTURE**



## PERSON SPECIFICATION

Area	Definition
Technical Professional	Significant experience in a relevant housing management position. At least 5 years housing experience, 3 years in a managerial role.
Knowledge	Comprehensive knowledge of local government procedures and regulatory requirements, and leadership skills to deliver an efficient and effective housing management service.
Qualifications	Qualified to degree level or extensive relevant experience (essential). Membership of a relevant professional body – hold or be working towards CIH level 4 (essential) Relevant management or technical qualification (desirable).

### Communication

- Listens to others
- Is approachable
- Appreciates the views of others
- Communicates information in a way that is understood
- Adopts an open door approach

### Managing/Accepting Change

- Participates in planning the implementation of change initiatives in the team
- Suggests potential improvements in work practices
- Reacts positively and flexibly to change
- Explains reasons for change to internal and external customers
- Encourages ideas for change from the team

### Teamwork and Recognition

- Is focused on the achievement of team objectives
- Respects different views, values and opinions
- Participates as a team player
- Solicits input from other team members
- Encourages and supports other team members
- Takes action to build team spirit and effectiveness
- Leads team effectively

### Managing Performance

- Recognises and 'rewards' areas of good performance
- Identifies areas of poor performance at an early stage and holds prompt performance reviews
- Sets clear and realistic expectations for improvement
- Holds regular review meetings
- Ensures appropriate guidance and support is provided
- Takes responsibility for managing own performance

### Motivating and Developing People

- Ensuring that all reports have access to at least two PPR meetings per year
- Positive participation in 1 to 1s and team meetings
- Provides support or direction

- Accurately assesses development needs of self and others
- Use the 'Coach' approach as first choice
- Encourages others to own personal development
- Provides regular constructive feedback
- Has a clear vision for the section or area

#### **Continuous Improvement**

- Takes an active interest in the organisation to better inform decisions
- Actively keeps themselves up-to-date of relevant changes within the organisation
- Deals well with unpredictable problems
- Demonstrate a willingness to take on issues that do not fall within their remit
- Pro-actively provide information to other departments that affects them
- Develops relationships throughout the organisation to improve and share learning

#### **Customer Focus**

- Communicates a positive and genuine interest in their role and the organisation in their interactions with others
- Treats customers with respect and sensitivity at all times
- Understands the diverse needs of the community and endeavours to tailor the services to meet those needs
- Deliver what is promised and be accountable
- Ability to flex style to meet customer requirements