



# Role Profile

## LEAD OFFICER

Reference No.	A4089	Type	Generic
Service	Housing Services		
Job Family	Professional 2	Grade	FC8

### Purpose

To fulfil a general supervisory role across the Council's Housing Service.

To monitor the delivery and sustainability of specific areas of service as required.

To contribute to the preparation, implementation and review of housing policy as a key part of Housing Services.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Managing the delivery of the following areas in relation to Housing:

Housing allocations	Homelessness and prevention
Housing development	Temporary accommodation
Housing adaptations	Specific Needs
Sheltered housing	Older persons
Debt, void and estate management	Commissioning
Repairs and recharges	Fife Housing Register
Private Sector Approach	Technical Support
Tenancy sustainment	Estate management (Property)
Tenancy management	Energy and Sustainability
Housing strategy.	

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

Considerable experience of Housing Services	✓	
Knowledge of standards across functional areas	✓	
Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in Housing or relevant recognised professional qualification	✓	
Ability to provide a regular and effective service	✓	

**E**   **D**

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Contributing to the development of strategies and practices which support the Service's aims and values, all in accordance with appropriate policies and guidance.	Knowledge of medium and long term strategies (Deliver results - See 'How We Work Matters' Framework)	✓	
Assisting the Team Manager in developing and realising the full potential of employees through effective objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of resources across all areas of the Service.	Supervisory skills  Performance management experience  Experience of objective setting and monitoring	✓	✓
Supporting the Team Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Evidence of effectively managing change  Experience of managing conflict and distress (Take ownership)  IT skills (Embrace technology and information)	✓	✓
Promoting effective partnerships, working across the Service and with partner services and organisations, ensuring a shared understanding and commitment to quality service delivery.	Experience of partnership working  Knowledge of local government		✓
Implementing effective means of communication and problem solving, ensuring that all results are analysed and applied to promote and maintain high standards of service delivery.	Project management skills  Time management skills  Workloading awareness	✓	✓

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Providing appropriate advice and supporting Team and Senior Management at both a strategic and operational level.	Knowledge of housing functions	✓	
Representing the Service as required on both, internal and external working groups, external agencies.	Experience in multi agency working (Work together)		✓
Supporting the Team Manager in the management of relevant agreed revenue and capital budgets via regular monitoring and reporting. Authorising work in appropriate systems.	Experience of budget management	✓	
Complying at all times with the Council's Financial Regulations and Standing Orders, the Scheme of Delegation and the Housing Service procedure in relation to tenders.	Knowledge of Council regulations		✓
	Knowledge and awareness of national initiatives, regulation and legislation	✓	
Implementing the Council's tenant participation and customer care strategies including developing approaches to consult and engage with service users to ensure their aspirations inform housing policy and practice.	Experience of tenant participation and customer care (Focus on customers)		✓
Participating in child and adult protection meetings as required.	Experience of current Housing related legislation	✓	
	Experience of applying Council Policy		✓
Assisting in the audit and quality control of performance.	Experience of carrying out audits and quality assurance		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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If you are employed as a Lead Officer - Very Sheltered Housing or in another registered property as confirmed by service management, to ensure you achieve registration with SSSC as a **Manager in a Housing Support Service** within 6 months of starting in a new role, you must apply to register within 3 months of your start date.

To maintain your registration, you must hold or work towards the SSSC benchmark qualification for the role. For this role, you must have a practice qualification and hold or be willing to achieve a manager qualification. The main qualifications are below.

**Practice**  
SVQ Social Services and Healthcare SCQF Level 9

**Management**  
SVQ Care Services Leadership and Management SCQF Level 10  
Any award in management that is certificated at or above SCQF Level 9\* (min 60 credits) and mapped against the National Occupational Standards: Leadership and Management for Care Services SCQF 10

The benchmark qualifications are listed here: <https://www.sssc.uk.com/registration/help-with-register-parts-fees-and-qualifications/>

If you do not currently hold a benchmark qualification, your registration will be granted subject to the condition that you achieve the required qualification within your first period of registration.

## LEAD OFFICER PLANNED MAINTENANCE

Coordinating the delivery of gas servicing and repair, specialist services and planned maintenance including asbestos management.	Comprehensive knowledge of health and safety and technical standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.