



Role Profile

SITE MANAGER (TRAVELLING PERSONS)

Reference No:	SERV3333		
Service:	Housing		
Job Family:	Housing	Grade:	FC6

Purpose

On site manager at Fife Council Gypsy Travellers sites, delivering high quality landlord services and engaging with customers and partner services as necessary.

Ensuring high quality, well run sites through the assessment of need of individuals, followed by the development of solutions which range from prescribed processes to self-developed initiatives.

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

Creating new tenancies, ensuring all relevant paperwork is completed, making tenants aware of the legal and social responsibilities of having a tenancy through the sign-up and follow-up visits.

Ordering cyclical and responsive repairs as necessary to ensure the site is well maintained. Carrying out relet inspections timeously,

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

E **D**

Knowledge of the Short Scottish Secure Tenancy, Scottish Secure Tenancy and occupancy agreements

✓

Experience of working with the range of supports available to tenants

✓

Educated to SCQF level 5 which includes National 5 or SVQ level 2 in Housing or equivalent or Standard Grades at Credit level or equivalent

✓

Ability and commitment to complete Homepoint2

✓

Experience of assertive tenancy and estates management

✓

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ensuring amenity units and pitches are in a safe, clean and tidy condition prior to re-letting.			
Allocating vacant pitches to applicants on the waiting list and the upkeep and maintenance of waiting lists for pitches on Fife Council sites.	Knowledge of GT allocations policy and practices, housing advice, and availability of pitches	✓	
Carrying out Fire & Water tests in Council Buildings as per Fife Council's Procedures.	Knowledge and compliance of current health and safety regulations and procedures.	✓	
Responding to reports of unauthorised encampments in Fife and providing assistance, advice and signposting to the Travelling community passing through Fife.	Knowledge of Fife Council's Gypsy Travellers Co-operation Policy	✓	
Understanding the needs of new and prospective tenants at an early stage to help them access goods and services needed.	Experience in assessing and co-ordinating a package of supports	✓	
Ensuring that tenants' rights and responsibilities are delivered by responding to requests for service and taking proactive action.	Time management skills	✓	
Assisting, signposting and giving advice to tenants on fuel poverty/poverty, financial changes, rent, repairs, debts, employability, digital inclusion and other provisions within the local area.	Experience of partnership working in managing tenancies	✓	
Sustaining tenancies through regular visits, providing help and support, housing options, rent collection and arrears advice, tenancy assistance and potential for adaptations.	Ability to provide a regular and effective service	✓	
Taking action where breaches escalate and prevention is no longer possible by initiating warnings, rechargeable services and/or court action.	Experience of assertive tenancy management	✓	
Ending tenancies in line with legislation and council policy and applying judgement to making best use of pre-termination periods.	Knowledge of relevant legislation	✓	
Developing tenant engagement within sites using a variety of methods, including the support of local Tenant and Resident Groups.	Negotiation skills	✓	
	Communications skills	✓	
	Customer care skills	✓	

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Working with tenants and with partners enhancing and improving sites and preventing the escalation of neighbour issues through joint site visits, management initiatives, and local investment projects.	Problem solving skills	✓	
Monitoring budget spend.	Budget management skills	✓	
Managing and maintaining information about tenants and tenancies in line with service procedures, information sharing protocols and corporate policies.	IT skills (including databases)	✓	
Helping develop services through participation in Service Development Groups as professional practitioners using experience to improve process and customer experience.	Contribute to and promote continual service improvement	✓	
Managing own performance and targets against key performance indicators in relation to debt management, tenancy management, and site condition.	Organisational skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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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.

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.