



# Role Profile

<b>HOUSING MANAGER</b>				<b>Purpose</b>			
Reference No.	G321.01	Type	Generic	<p>To manage one of a number of Housing Operational Service Teams supporting the operational delivery of service outcomes at Area level.</p> <p>To contribute to the achievement of the key outcomes and milestones of the Housing Services Improvement Plan, the Council Plan, the Fife Community Plan and other relevant national and local strategies.</p> <p>To fulfil a management and leadership role across the Council's Housing Services, reflecting good practice and regulatory standards for housing, management and leadership.</p> <p>To maximise the efficient and effective use of physical, financial and staff resources available, including managing budgets within agreed parameters.</p>			
Service	Housing Services						
Job Family	Team Manager 3	Grade	FC10				
<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>
Managing a Housing Services Team, offering guidance, support and direction on service delivery, professional and HR issues. Supporting employees through contribution management and employee development.				Educated to SCQF level 9, which includes a Degree or equivalent and professional qualification Current Corporate Membership of the Chartered Institute of Housing Experience of managing a team		✓	✓

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	Experience managing a diverse team in a service delivery environment	✓	✓
Supporting the development of a range of strategic and local plans to deliver Fife Council, Fife Partnership & Housing Services' priorities.	Experience in developing high quality plans  IT skills (Embrace technology and information– See 'How We Work Matters' Framework)	✓  ✓	
Providing a strategic drive and strong performance management ethos to the delivery of decentralised services, focussed on key performance outcomes to target. Performance reporting to meet statutory, Council, community planning and service requirements.	Problem solving (Deliver results)  Skills in reporting or presenting complex data to wide audiences	✓  ✓	
Facilitating improvement through a progressive approach to both corporate and service strategy and policy priorities.	Experience in benchmarking and service development	✓	
Promoting community involvement and promotion of internal/external partnerships in the development of customer-focused services within a decentralised delivery framework.	Experience of working within partnerships and with Stakeholders (Working together)  Knowledge of Housing / Fife partners	✓	✓
Developing effective partnership working with a wide range of statutory and voluntary organisations, partners and local communities.			
Providing a professional housing service, responding to legislation, regulation and stakeholders, attending and contributing to strategic and area partnerships, committees and meetings.			
Managing the resources required to deliver key plans, programmes and strategies to benefit tenants and key stakeholders.	Experience of project management Track record of efficiency and effectiveness	✓	✓

E = Essential Criteria    D = Desirable Criteria

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Providing and enabling sound budget management and delivering opportunities to make genuine efficiency savings.	Experience in managing large budgets to target (Take ownership)	✓	
Developing local and functional services in consultation with service users to improve the satisfaction and engagement of stakeholders.	Ability to provide a regular and effective service (Deliver results)  Knowledge of tenant participation	✓	✓
Acting, as required, as Local Authority Liaison Officer working with Emergency Planning and Resilience.		✓	
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**

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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**Additional Information** – the following information is available:

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

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results