



# Role Profile

## PROJECT MANAGER (Housing)

Reference No.	I602.01	Type	Individual
Service	Housing Services		
Job Family	Professional	Grade	FC9

### Purpose

To support and assist the Service Manager in ensuring the effective organisation and delivery of statutory, non-statutory, technical, professional and operational standards to achieve the requirements of both the functional area and Service as a whole.

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

Leading on identified work areas within a specific housing functional area, on the instruction and guidance of the Service Manager, working independently to ensure effective liaison and collaboration across teams, functions and partnerships, as appropriate, to consistently deliver high quality customer focused housing services

Co-ordinating a full range of specialist and support services including advice, support and enforcement of legislation and other activities as required in accordance with the relevant legislation, policies and procedures.

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

**E**   **D**

Educated to SCQF level 9, which includes a Degree or equivalent

✓

Corporate membership of the Chartered Institute of Housing

✓

Experience of coordinating and managing a wide range of housing services (Deliver Results – See How We Work Matters Framework)

✓

Experience of project and programme management

✓

Experience of investigational work

✓

Knowledge of Scottish housing legislation

✓

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	Knowledge and experience in delivering a wide range of housing services  Ability to provide a regular and effective service	✓	
Providing professional leadership and supervising employees by applying people management skills e.g. providing appropriate training, team building and conflict resolution.	Leadership skills  Interpersonal skills	✓  ✓	
Maintaining consistent and appropriate standards of performance, conduct and attendance by implementing Fife Council policies, and by monitoring against local and national performance indicators.	Performance management skills	✓	
Maintaining an overview of team and functional activities, allocating work in order to meet agreed targets, ensuring staff and resources are directed and scheduled appropriately.	Time management skills	✓	
Attending the Housing Management Team as required and reporting on relevant issues and specific projects, cascading information to the team as necessary.	Team working skills (Work together)	✓	
Undertaking an active role on the matter of health, safety and welfare of staff, including those contracted or in partnership, to deliver services on behalf of the Council.	Initiative taking skills (Take ownership)	✓	
Leading on the collation and interpretation of appropriate Performance Indicators.	IT skills (Embrace technology and information)  Analytical skills	✓  ✓	
Reviewing practices and procedures to promote improvements to service delivery and client satisfaction by effective use and deployment of resources within the team and functional area contributing to the wider service and corporate goals.	Knowledge of performance and quality issues		✓
Ensuring quality assurance and best practice procedures are implemented and assisting with their development.	Project management skills (Focus on customers)	✓	

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Assisting with the development of new working methods, resolving complex or difficult problems to improve service delivery, evaluating/reviewing to ensure best value solutions are implemented.	Problem solving skills	✓	
Monitoring the operation of teams and functional area, identifying trends and changes of priority for future resource planning and service delivery priorities and procedures.	Organisational skills	✓	
Assisting in the investigation of customer complaints in line with the corporate and service complaints procedure and standards.	Research and Investigational skills	✓	
Authorising and monitoring small to considerable expenditures from an agreed budget.	Budget management skills	✓	
Delivering a range of consultations and communications to ensure a customer-orientated approach to housing policy development; preparing and delivering talks and presentations to internal and external audiences.	Communication skills	✓	
Representing the service at Council Committees, Community Planning Groups, Cross-Service Working Groups and Project Teams and identifying opportunities to engage proactively with members and stakeholders.	Partnership working skills	✓	
Producing and presenting reports, guidance and other documentation.	Report writing and presentation skills	✓	
Working with colleagues from within or out with the Service to ensure the Council and its constituent Services and partners adhere to and achieve corporate objectives.	Negotiation skills	✓	
	Conflict handling 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

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 type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input checked="" type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

### 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