

HOUSING PROFESSIONAL				Purpose	
Reference No.	G212.02 (2)	Type	Generic	Contributing to the preparation, implementation and review of strategies as a key element of Housing Services' policy. To achieve and exceed performance targets and deliver excellent customer services. To deliver high quality landlord services by engaging with customers and partners to ensure their needs are met.	
Service	Housing				
Job Family	Para-Professional 5	Grade	FC7		

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Contributing to the development of strategies and practices which support the Service's aims and values across the following functions: Customer participation Fuel poverty / poverty 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.	Considerable experience of Housing Services Knowledge of standards across functional areas Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent, preferably in housing, care or related discipline Ability to provide a regular and effective service	✓ ✓ ✓ ✓	

Role Profile

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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)	✓	
Supporting the Manager to continuously review, improve, develop and implement changes to operational structures/processes in line with changing objectives and resources, including mobile technology.	Performance management skills	✓	
Providing professional expertise, case management of complex, non-routine cases, coordinating input from and providing professional advice to social and health services, public protection services, colleagues and case reviews.	Experience of objective setting and monitoring Case/Project management experience	✓	
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 managing conflict and distress (Take ownership) Experience of partnership working Knowledge of local government	✓	✓
Implementing effective means of communication and problem solving, ensuring that outcomes are analysed and applied to promote and maintain high standards of service delivery.	Experience of identifying/accessing grants/funding Project management skills Time management skills (Embrace technology and information) Workload management skills	✓	✓
Providing appropriate advice and supporting 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, including Service Development Groups.	Experience of multi agency working (Work together)	✓	

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Supporting the Manager in the management of relevant agreed revenue and capital budgets.	Experience of budget monitoring and analysis		✓
Supporting the Manager in ensuring the efficient and effective use of resources across all areas of the Service.	Knowledge of national initiatives, regulation and legislation		✓
	Knowledge of Health and Safety legislation		✓
	Knowledge of procurement standing orders		✓
Supervising and administering construction works to Council and private homes.	Experience of improvement works and supervision, in house and private contractors		✓
	Knowledge of Construction (Design and Management) regulations		✓
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)	✓	
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.			

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

E **D**

HOUSING PROFESSIONAL – CONSTRUCTION COMPLIANCE

Identifying, removing and safely disposing of asbestos, complying with the regulations.

Asbestos certificate

✓

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

PVG Protected Adults

PVG Both

Basic Disclosure

Standard Disclosure

Enhanced Disclosure

None

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