



Role Profile

Service Manager			
Reference No.	A4194	Type	Generic
Service	Housing Services		
Job Family	Service Manager 2	Grade	FC12

Purpose
To fulfil a Service Management and leadership role across the Council's Housing Services and Safer Communities Service reflecting industry, good practice and regulatory standards for housing, management and leadership. To lead the achievement of the key outcomes and milestones of the Local Housing Strategy, Community Safety Strategy, Plan for Fife and other relevant national and local strategies

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
<p>Leading the development of strategy, policy, practice and delivery of services and undertaking area and/or functional responsibilities in the following areas:</p> <ul style="list-style-type: none"> Housing Supply and Stock Condition Housing Access and Homelessness Housing, Health and Social Care and Older Persons LHS, Housing Income, Poverty and Private Sector Housing Housing Operations & Regeneration Housing Estates Management & Safer Communities 	<p>Educated to SCQF level 9, which includes a Degree or equivalent</p> <p>Current Corporate Membership of the Chartered Institute of Housing</p> <p>Experience of translating strategy into deliverable plans (Deliver results – See 'How We Work Matters' Framework)</p> <p>Experience of managing conflicting demands</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

E = Essential Criteria D = Desirable Criteria

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Leading and managing a team with responsibility for the strategic management, direction and improvement of a functional area within the service. Managing and reducing operational/strategic risks.	Experience of developing and maintaining effective relationships with Council services, partnerships and other relevant organisations Leadership skills	✓ ✓	
Leading the development of service and Fife wide policy, also strategic, directorate, functional area and local plans as appropriate to ensure the delivery of Fife Council, Fife Housing Partnership, Community Safety Partnership, and Housing Services priorities. Ensuring they are implemented effectively and consistently and in accordance with appropriate legal, policies and statutory guidance.	Political Acumen, strategy, policy and practice development within a political context Experience of collaborative working with partners in both public and private sector (Work together)	✓ ✓	
Developing and implementing robust strategy, policy and procedures in relevant housing function, safer communities and policy areas.	Analytical skills Experience of policy development, implementation and evaluation Experience of driving change in designated area (Take ownership)	✓ ✓ ✓	
Ensuring compliance within a housing and community safety context of statutory, regulatory and governance requirements, reporting to strategic and other relevant committees as part of the Councils governance framework.	Knowledge and awareness of relevant regulation, legislation and statutory requirements Problem solving skills	✓ ✓	

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Managing change with Service Managers, employees and external partners as required, minimising disruption to service delivery in areas and minimise risk. Reporting on a regular basis to different strategic/management groups as required	Experience of strategic planning and positively facilitating organisational change	✓	
Identifying, monitoring and achieving relevant quality standards, representing the Council, Directorate or Service at both internal and external meetings, producing reports and delivering presentations.	Report writing skills Presentation skills	✓	
Preparing and managing significant budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Financial management skills IT Skills (Embrace technology and information)	✓	
Contributing to and representing the Council on relevant national, public and private sector bodies to develop and share policy and standards. e.g. COSLA, Scottish Government, CIH and other professional bodies.	Experience of actively working in the national arena and sharing best practice with other authorities and organisations		
Providing professional leadership and managing performance through team development, coaching, managing attendance and performance as well as fostering knowledge and professional learning.	Experience of managing a team and motivating others including supporting staff development	✓	
Leading or contributing to relevant programmes and projects in the development of the service and partnership working.	Experience of contributing to change outside of immediate area of responsibility		✓

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Leading the delivery of Services to meet need on a Fife wide basis in relation to the Annual Return on the Charter and Local Housing Strategy, working in conjunction with tenant's and residents to ensure best value is met	Experience of Programme and project management	✓	
Working closely and collaborating with colleagues in other Directorates and Community Planning Partners to prioritise activity.	Customer Service Skills (Focus on customers)	✓	
Acting as Commissioning Manager to third sector and other third party organisations as required, following agreed protocols and contract/SLA management arrangements.	Knowledge and experience of service level agreement development & negotiation with 3 rd parties	✓	
Contributing to the wider development of the Directorate as a member of the Housing Management Executive and extended Leadership Team across Communities Directorate.	Experience of working as part of a senior management team or extended management team	✓	
Working with Elected Members/MSPs, MPs to respond to queries, support policy development and improve the customer experience or reputation of the Council.	Political awareness and ability to demonstrate experience of working with Elected Members	✓	
Deputising for the Head of Service as agreed from time to time.	Experience of representing the Service at various governmental and national sector organisation events	✓	
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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SERVICE MANAGER (Housing Supply and Stock Condition)			
Undertaking programme management of affordable housing new supply.			
Managing the SHIP.			
Managing Scottish Government SPOC for affordable Housing new supply.			
Managing HRA new build capital programmes.			
Managing Housing development service.			
Managing Fife HNDA.			
Managing HRA Capital programme to improve existing stock.			
Managing SHQS and EESSH housing programmes.			
Managing programme development to improve non-traditional housing.			
SERVICE MANAGER (Housing Access and Homelessness)			
Acting as Lead for the Fife Housing Register Partnership and management of the FHR team.			
Acting as Lead for the Public Social Partnership (PSP).			
Acting as Housing Commissioning Manager.			
Monitoring/Auditing, Review and Development of Allocations, Transfer and Homelessness policies.			
Managing housing voids.			
Managing Mutual Exchanges and Nominations.			
Managing Homelessness services including Housing Options/Assessment of Homelessness.			
Managing Temporary Accommodation.			

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Managing GFHA.			
SERVICE MANAGER (Housing, Health and Social Care and Older Persons)			
Acting as Service lead for Health & Social Care partnership including Locality Planning and delivery of Housing Contribution Statement to H&SCP.			
Acting as Service lead for Development and Management of older persons housing services.			
Managing overall delivery of housing adaptations.			
Managing specific needs housing.			
Managing MAPPA/Public Protection team.			
Managing of Gypsy traveller services including permanent and illegal sites.			
Managing GFHA Capital programme.			
Managing Garden Care services.			
SERVICE MANAGER (LHS, Housing Income, Poverty and Private Sector Housing)			
Lead for Fife Housing Partnership.			
Lead for Fairer Fife contribution development and delivery.			
Managing Fuel Poverty/Digital Inclusion/Fair rent and Poverty.			
Lead for Rents policy and other housing income maximisation.			
Reviewing and developing Fife Local Housing Strategy.			
SPOC for Scottish Government on LHS.			
Managing HRA/GFHA Business Planning.			
Leading service workforce development /Training/IT/E-Housing.			
Managing Private sector housing services.			
Managing mutual repairs and factoring services.			
SERVICE MANAGER (Housing Operations)			
Acting as Lead for Housing contribution to Local Community Planning.			

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Acting as Lead for Housing performance management.			
Acting as Lead for Area Housing plans.			
Managing Housing landlord services.			
Managing HRA devolved budgets.			
Managing Housing regeneration programmes.			
Managing High-Rise Flats.			
Managing HRA.			

SERVICE MANAGER (Housing Estates Management & Safer Communities)

Acting as Lead for Safer Communities Service			
Acting as Lead for the Community Safety Partnership			
Managing the Safer Communities budget			
Managing			
Managing Housing Estates Management Service			
Managing Housing assets including garages and lock ups.			

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 – 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