



Role Profile

LEAD OFFICER			
Reference No.	G213.02 (2)	Type	Generic
Service	Housing Services		
Job Family	Professional 2	Grade	FC8

Purpose
To fulfil a general supervisory role across the Council's Housing Service.
To monitor the delivery and sustainability of specific areas of service as required.
To contribute to the preparation, implementation and review of housing policy as a key part of Housing Services.

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
Managing the delivery of the following areas in relation to Housing: 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 8 which includes HND or SVQ level 4 or equivalent in Housing or relevant recognised professional qualification Ability to provide a regular and effective service	✓ ✓ ✓ ✓	

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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)	✓	
Assisting the Team Manager in developing and realising the full potential of employees through effective objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of resources across all areas of the Service.	Supervisory skills Performance management experience Experience of objective setting and monitoring	✓ ✓	✓
Supporting the Team Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.	Evidence of effectively managing change Experience of managing conflict and distress (Take ownership) IT skills (Embrace technology and information)	✓ ✓ ✓	
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 partnership working Knowledge of local government		✓ ✓
Implementing effective means of communication and problem solving, ensuring that all results are analysed and applied to promote and maintain high standards of service delivery.	Project management skills Time management skills Workloading awareness	✓ ✓ ✓	

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Providing appropriate advice and supporting Team and Senior 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.	Experience in multi agency working (Work together)		✓
Supporting the Team Manager in the management of relevant agreed revenue and capital budgets via regular monitoring and reporting. Authorising work in appropriate systems.	Experience of budget management	✓	
Complying at all times with the Council's Financial Regulations and Standing Orders, the Scheme of Delegation and the Housing Service procedure in relation to tenders.	Knowledge of Council regulations		✓
	Knowledge and awareness of national initiatives, regulation and legislation	✓	
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)		✓
Participating in child and adult protection meetings as required.	Experience of current Housing related legislation	✓	
	Experience of applying Council Policy		✓
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.			

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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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LEAD OFFICER PLANNED MAINTENANCE			
Coordinating the delivery of gas servicing and repair, specialist services and planned maintenance including asbestos management.	Comprehensive knowledge of health and safety and technical standards	✓	

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

Additional Information – the following information is available:
<ul style="list-style-type: none"> • 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:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results