

# Job Profile

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## Housing Team Leader

Grade: H

Date created: 13<sup>th</sup> March 2017

### About the Job:

To supervise the day to day operational service delivery of the Housing Team.

To maintain a high level of technical and professional competence in relation to the functions of the Housing team and provide direction, advice, guidance and support to team members in the delivery of services

To support the Housing Manager and to deputise from time to time.

To manage a personal workload appropriate to the skills and abilities of the post holder as determined by their line manager.

### This is what we need you to do...

- Manage, motivate and support the Housing Team and coordinate the delivery of their work, providing guidance and direction ensuring that productivity and customer satisfaction remains of a high standard and the service remains resilient and able to meet demand.
- Ensure own and team continuous professional development to keep abreast of any changing legislation or guidance.
- To assess cases and/or review and initiate any action to resolve including legal remedies taking into account of legal advice; this may include any pre-court preparation or participation in court hearings.
- Promote options for improvement or sign-post to other sources of help or resource to encourage good public health, safe and fuel efficient housing; and also reduce the level of empty homes in the City.
- To ensure housing inspections and licensing (including HMOs and Caravan sites) are undertaken in accordance with legislation; and adequate pest control options available.
- Make sound, individual and reasoned argument where a request is received for the Council to exercise discretionary powers.
- The ability to communicate effectively, presenting factual information, through correspondence, verbally or in reports, and presentations; explaining statistics, matters of fact and procedures
- Develop and implement service plans that contribute to the council's corporate plan priorities in accordance with the requirements of the Housing Manager and deputise in their absence
- Maintain and develop constructive relationships; generate effective engagement and clear communication creating a collaborative working environment that drives performance and continuous service development.
- Support the service manager in pursuing options for income generation and business growth, ensuring that quality, customer focused and value for money decisions are made.
- Work collaboratively with managers and officers to identify and address any gaps in skills, knowledge and expertise within the team and inform service and workforce development plan.
- Take on any other additional duties as reasonably required within Gloucester City Council.

### Special Conditions

- To coordinate, participate or support any emergency or out of hour arrangements.

and to assert requirements.

- To be able to use data or understand other drivers that effect the service, to commission or engage providers, colleagues or stakeholders to deliver revised approaches.
- To be able to manage and respond to complaints using findings to drive service improvement where required.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

### The ideal candidate will have...

#### Experience

- Evidence of working at a professional level, demonstrating competency of housing/homelessness or environmental and public health legislation.
- Experience of successfully leading on projects which have reflected in positive change.
- Experience of managing a team.
- Experience of managing budgets.
- Experience of coping well under pressure and dealing with difficult situations.

#### Knowledge, Skills and Understanding

- A knowledge of some or all of the following: -homelessness, allocations, construction, technology, sanitation, fire and health and safety, pest control and public health.
- Ability to oversee the work of others, providing advice, guidance and support.
- Developed and effective organisational and implementation skills.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Negotiation and engagement skills and ability to develop

#### Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 2 of Gloucester City Council's Employee Behaviours Framework

#### Education & Qualifications

##### Essential

- Graduate level qualification or equivalent in experience.

positive relationships with Members and stakeholders.

- Ability to work the changing technology and embrace change and digital transformation.

### **Desirable**

- Relevant professional qualification