

JOB SUMMARY

Post Title	Service Manager (Housing)						
Job Family	Service Delivery	Pay Range	15	Line Manager to others?	Yes	Role profile ref	SD15
Service Area	Adult Social Care and Housing						
Line Manager	Service Director: Housing						
Location	Council Offices – County Hall, High Street, Newport, IOW, PO30 1UD						

<p>Job Purpose</p> <p>To lead, develop and operationally manage the housing teams (Housing Needs, Homelessness and Housing Renewals Team) within the Adult Social Care and Housing directorate, and within the allocated resources to deliver the highest quality of service provided to ensure a person-centered approach for those who draw on the support that the service offers.</p>											
<p>Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)</p> <ul style="list-style-type: none"> • To provide dynamic and effective leadership of the housing teams. • To provide operational leadership within partnership meetings to ensure that the councils Adult Social Care and Housing directorate makes the purposeful contribution and leadership needed to promote independence, wellbeing and choice for the people we serve, empowering people in planning, developing and monitoring their service needs. • Working in close partnerships with provider organisations and Registered Providers. • To take a lead on elements of the housing transformation programme for these services as part of the directorates delivery strategies. • Monitor and maintain housing policies and procedures, delivering a consistent and lawful application of policy into service delivery, meeting legislative requirements. • Manage and monitor service budgets, ensuring that we minimise the use of agency staff, maximise the use of resources, and wherever possible prevent homelessness whilst delivering maximum value to the public purse. • Be responsible for ensuring continuous improvement by meeting national and local performance measures. • Ensure professional development is undertaken by all staff and ensure that relevant knowledge of new and local initiatives is maintained, communicated, and implemented. • Deliver responsive, effective, and safe services for housing to best meet the needs of the individuals that the service supports. • Attend the Department’s Leadership Group meetings, playing a full and active role in the corporate leadership, the management of the department and wider Council. 											
<p>Knowledge, Skills and Experience</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">Role Profile requirements.</th> <th style="width: 35%;">Job specific examples. (if left blank refer to left hand column)</th> <th style="width: 10%;">Essential</th> <th style="width: 10%;">Desirable</th> </tr> </thead> <tbody> <tr> <td>Expert knowledge of the service area, the authority and partnership organisations and understanding of the political agenda impacting on them.</td> <td>Knowledge of housing issues and statutory requirements and experience of operating within a political environment</td> <td style="text-align: center;">X</td> <td></td> </tr> </tbody> </table>				Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable	Expert knowledge of the service area, the authority and partnership organisations and understanding of the political agenda impacting on them.	Knowledge of housing issues and statutory requirements and experience of operating within a political environment	X	
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Substantial experience of planning and delivering specialist legal / statutory / regulatory / customer / stakeholder / community engagement services within a large / complex organisation, with expert professional knowledge and experience.	Expert knowledge of working with adults at risk and relevant legislation.	X	
Expert knowledge of the service and partner relationships and wider sector / external influences. Significant experience of leading in multi-disciplinary and partnership working. Experience in chairing case conferences / partnership events.	Effective management skills, ability to manage professional teams producing positive outcomes	X	
Expert knowledge and understanding of the legislation, regulations, systems, policies, procedures, professional guidelines, best practice and emerging developments (including the political agenda) which impact the service area. Experience in assessing the impact of legislation and ensuring organisational / stakeholder compliance.	Detailed knowledge of national guidance, policies and legislation relevant to Housing Knowledge of housing legislation, including Homelessness Reduction Act 2018, and other relevant legislation related to service delivery Knowledge of the Regulator of Social Housing's regulatory framework.	X	
Experience in developing policy, procedures and standards and contributing to strategic direction, in a changeable area of work.	Significant expertise working with households with high levels of need, with complexity and with associated risks.	X	
Substantial experience of representing the Council / organisation in a professional / legal capacity.		X	
Excellent interpersonal skills. Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels. Excellent persuasion and negotiating skills, in order to motivate people and partnerships and influence outcomes in complex or politically sensitive situations.	Substantial experience of safeguarding adults' policies, procedures and practice managing local delivery teams.	X	
Authority and credibility to build relationships and engage successfully with colleagues, partners and customers at all levels in complex or politically sensitive situations.	Demonstrate evidence of working in a multi-agency setting. Building and developing positive and ethical relationships and networks to provide positive outcomes for people.	X	
Initiative, strategic and political awareness demonstrated in innovative approach to problem solving and decisions making.		X	

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Excellent planning and organisational skills with experience of managing and delivering a service to organisational requirements.	Able to manage change and respond flexibly to non-routine situations.	X	
Good ICT skills including use of Microsoft applications and specialist systems.		X	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Education to degree standard or equivalent.	Degree in Housing related area or equivalent.	X	
Relevant professional / vocational qualification	Housing related qualification	X	
Other Requirements			
Provide inspirational leadership to people which motivates, supports and enables them to think creatively to improve services to achieve the strategies and objectives of the Isle of Wight Council.			
Available to undertake work outside normal working hours, work flexibly and be on call for emergencies.			
Must be available to chair and manage urgent multi-disciplinary and crisis situations in a calm and proactive manner.			
Improving organisational performance by leading, managing and supporting improvements to services and processes. Support and enable teams to improve performance through a continuous learning culture, encouraging people to take responsibility for their own development.			

Out of Hours Standby and Call Out

You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2024 document.