


Appendix 1

 Copeland Borough Council JOB PROFILE	Job Title	Housing Services Manager
	Job Family	
	Salary Grade	PO 42-45
	Service Unit	Development Strategy
	Department	Housing Team
	Ref No	?
	Date	March 2008

1. Main Purpose

To be responsible for the management of all the Council's strategic and private sector housing services.

2. Position in Organisation

Responsible to: *Head of Development Strategy*

Employees responsible for: 12

3. Employment Base: The Copeland Centre, Whitehaven

4. Summary of main duties and responsibilities

1. Act as the Council's lead advisor on its housing responsibilities.
2. Lead the Council's housing team in carrying out work on housing strategy, homelessness and housing advisory services, and renewal and improvement work in the private sector. Line management responsibility for the Housing Strategy Manager, the Housing Renewal Manager and the Community Safety Officer.
3. Contribute to the Council's overall corporate vision to transform West Cumbria by effective community leadership, promoting prosperity and transforming services.

- 4 Play a full role in corporate working and cross-departmental teams to achieve housing and corporate objectives.
- 5 Maintain positive working relationships with all key partners in relation to housing services including the Government Office for the North-West, the Housing Corporation, Cumbria County Council and other key local public bodies. Ensure the Council plays a full role in joint working and exploits all opportunities to improve housing outcomes locally.
- 6 Establish and maintain positive relationships with RSL`s operating locally and lead on the relationship and monitoring of Copeland Homes, the stock transfer housing association in Copeland.
- 7 Take overall responsibility for housing performance locally including preparation of service plans, development and monitoring of budgets, key performance indicators and work to achieve Best Value and appropriate levels of efficiency.
8. Keep up-to-date with existing and new legislation, regulations, circulars, codes of practice and trends related to housing strategy and renewal and to advise the Council and its senior officers on such matters
9. Support the values and aims of the Council by contributing to corporate working on Best Value, Comprehensive Performance Assessment, E-government and other cross-cutting issues.
10. Liaise with elected Members and MP`s and ensure enquiries and complaints are dealt with in an appropriate manner.
11. Undertake any other duties as required by the line manager appropriate to the level of responsibility of the post

5. Contacts

- Internal:** All officers up to Director level
Will be required to attend Executive, Overview and Scrutiny Committees and to sit on member/officer working groups
- External:** Significant contact with the public, elected members and external organisations at meetings, and in the office.

6. Special Features

Essential car user allowance

Occasional out of hours work will be required for which time in lieu is given in accordance with Council procedures.

7. Person Specification

Criteria	Essential	Desirable
Education and Qualifications	Degree level qualification	Membership of professional body (CIOH)
Knowledge and Experience	5 years` experience of housing issues including time at a senior level.	Previous experience of housing strategy or private sector housing work.
Job related skills	Ability to manage and support a medium size team Excellent communication skills both written and verbal Ability to make independent decisions and recommendations Ability to build effective partnerships and relationships Ability to plan, set priorities and implement strategies ICT literate Full driving licence and access to a vehicle	Political awareness and sensitivity

8. Personal competencies

1	Health and Safety Core competence	<ul style="list-style-type: none"> Operates within the Council's health and safety policy and ensures that the Service adheres to safe working practices Takes care of own health and safety and that of others Challenges unsafe practices or behaviours
2	Equality and Diversity Core competence	<ul style="list-style-type: none"> Promotes and ensures that the Service acts in accordance with the Council's equal opportunities and diversity policies. Avoids language, actions and behaviours which may be considered discriminatory or cause offence or discomfort Challenges discriminatory practices or behaviours Respects diversity by listening to and being positive about alternative contributions
3	Service Management	<ul style="list-style-type: none"> Implements the rules, principles and culture of Best value within the service unit. Manages the Service's business planning and

		<p>financial processes</p> <ul style="list-style-type: none"> • Promotes and applies the full range of Copeland Borough Councils policies and procedures • Monitors and evaluates service standards and outputs to effect improved working processes, practices and systems
4	Leadership and People Management	<ul style="list-style-type: none"> • Sets challenging but achievable goals, clearly identifying what is required of self and others • Establishes effective working relationships with Service team members • Delegates work appropriately • Anticipates and manages conflict effectively • Gives constructive feedback • Ensures that employees are developed to their full potential
5	Communication	<ul style="list-style-type: none"> • Makes best use of the mechanisms within Copeland Borough Council to ensure excellent communication • Communicates clearly and with confidence • Listens actively, asks questions, clarifies points and checks understanding • Presents information in a way that promotes understanding • Briefs supervisors and team leaders regularly • Observes confidentiality
6	Delivering Results	<ul style="list-style-type: none"> • Prioritises and manages activities to ensure delivery of service to cost, time and quality • Applies a methodical and systematic approach • Anticipates problems and takes advantage of opportunities as they arise
7	Customer Focus	<ul style="list-style-type: none"> • Implements the Council's Customer Care strategy relative to the work of the service unit • Communicates the importance of the customer perspective to provide and develop quality services • Understands the needs and builds effective relationships with internal and external customers • Focuses on meeting customer expectations
8	Self Management and development	<ul style="list-style-type: none"> • Keeps relevant knowledge and expertise up to date • Has a positive and resilient approach • Is conscientious and committed to meet service objectives • Displays fairness and integrity • Pays attention to self development • Welcomes and acts on personal feedback
9	Impact and Influence	<ul style="list-style-type: none"> • Presents a positive and professional image of self, team, department and Council • Wins support for ideas and action plans

		<ul style="list-style-type: none"> • Reaches positive and constructive agreements with others • Anticipates and prepares for others reactions
10	Behaving ethically	<ul style="list-style-type: none"> • Complies with legislation, industry regulation, professional and organisational codes of practice • Shows integrity and fairness • Is open, yet diplomatic, with others • Remains objective and fair even when personal issues are at risk

**** the requirements stated as essential should form the basis for the Shortlisting exercise**

Prepared by.....

Date.....