

## **JOB DESCRIPTION**

<b>Job Title:</b>	Housing Services Manager
<b>Grade:</b>	9
<b>Responsible to:</b>	The Director
<b>Responsibility for:</b>	Responsible for any staff who may be employed in the Housing Services Team
<b>Job Purpose:</b>	<p>Be an effective leader of the Housing Services Team</p> <p>Actively participate in the Management Team and effectively contribute, at a high standard, to corporate strategy and business planning processes</p> <p>Uphold the high standards expected of a member of the Management Team</p> <p>Promote and uphold Rosehill's Corporate Values</p> <p>Ensure Rosehill meets its operational objectives in relation to the provision of high quality services to our tenants and other customers</p> <p>Ensure the running of the Housing Services Section is fully compliant with all Statutory and Regulatory Requirements including: all required policies are in place, up-to-date and kept under regular review; contribute to any relevant Statutory and Regulatory returns throughout the year and ensure good governance is central to the operation of the Section</p> <p>Contribute to identifying, managing and mitigating risk</p> <p>Achievement and effective monitoring of the targets and objectives set out in the Housing Services Operational Plan.</p>

## **Key Responsibilities**

### **1. Strategy and Management**

- 1.1 Contribute to corporate strategy, objectives and planning, and the preparation of business plans, annual reports, general publications and information for website and digital signage.
- 1.2 Ensure that all Housing Services policies and procedures are in place to comply with legislation, regulatory standards and other relevant good practice guidance, and ensure regular review.
- 1.3 Ensure the Housing Services Section effectively contributes to the delivery and achievement of our Corporate Vision, Values and Strategic Objectives.
- 1.4 Produce the Annual Housing Services Operational Plan linked with the delivery of our Business Plan objectives and ensure this is cascaded down through the team through the implementation of individual work plans.
- 1.5 Be an effective member of the Management Team, contributing to key matters such as risk management and achieving value for money.
- 1.6 Provide regular reports on performance management with related corrective action plans where appropriate.
- 1.7 Manage staff in accordance with procedures, including training, coaching, developing and staff appraisals.
- 1.8 Attend and contribute to Management Team meetings.
- 1.9 Work within the Scheme of Delegated Authority and the Purchasing, Procurement and Tendering Policy, and Financial Regulations.

### **2. Delivery of Housing Services**

- 2.1 Responsible for providing necessary support to staff team and ensuring they receive all necessary training to enable them to provide a first class service to our tenants and other customers.
- 2.2 Responsible for writing and reviewing all Housing Services Policies and Procedures, and ensuring they comply with all Statutory and Regulatory requirements. Also ensure all policies and procedures are adhered to and correctly implemented.
- 2.3 Responsible for ensuring there are robust and effective systems in place for delivering the range of housing services.
- 2.4 Responsible for ensuring robust systems are in place in terms of record keeping and audit trails.

- 2.5 Responsible for identifying improvements in the Housing Services Section and making recommendations for change.
- 2.6 Responsible for producing and monitoring all Housing Services performance data and identifying and implementing any remedial action required.
- 2.7 Responsible for implementing and monitoring the governance arrangements for the Section e.g. the application of Entitlements, Payments and Benefits Policy, ensuring team adhere to Staff Code of Conduct.
- 2.8 Ensure that our tenants are at the heart of our service delivery and that there are effective mechanisms in place to promote, support and deliver tenant engagement and scrutiny. Oversee and support the work of our Tenants' Group.
- 2.9 Responsible for producing and implementing strategies for managing relevant key issues and challenges e.g. Digital Strategy, Equalities Strategy.
- 2.10 Responsible for ensuring our service delivery meets the standards and outcomes of the Scottish Social Housing Charter.

### **3. Performance Management**

- 3.1 Responsible for producing relevant performance reports for the Management Committee, Director and Management Team.
- 3.2 Responsible for co-ordinating Housing Services performance data (including verifying accuracy of data) for annual submissions and benchmarking exercises i.e. ARC and internal assessments.
- 3.3 Responsible for producing relevant performance data for various publications including Annual Performance Report, newsletters, etc. Co-ordinate production and publishing of Annual Performance Report.

### **4. Staff Management**

- 4.1 Responsible for the day-to-day management of the staff team including: approving annual leave and flexi leave, managing short-term sickness absence and assisting the Corporate Services and HR Manager with long-term cases.
- 4.2 Responsible for ensuring individual work plans are produced for staff team and implemented throughout the year.
- 4.3 Carry out staff appraisals twice yearly.
- 4.4 Responsible for supporting, coaching and mentoring staff team.

## **5. Health and Safety**

- 5.1 Be responsible along with other Managers for ensuring we have adequate and robust systems in place for tenant and resident safety related matters, ensuring that best practice is followed and that we are compliant with statutory and regulatory requirements.
- 5.2 Support the Director and the Corporate Services & HR Manager by ensuring that all health and safety obligations, as they apply to the Housing Services Section, are being met. This will include being responsible for risks assessments and safe work practices for the Housing Services Team and ensuring they are kept up-to-date.
- 5.3 Provide or contribute to Health & Safety reports when required for the Director, Staffing and Health & Safety Sub-Committee, Management Committee and Management Team.
- 5.4 Contribute to the Management Team functions relating to Business Continuity.

## **6. Equality and Diversity**

- 6.1 Ensure all Housing Services Policies fully comply with equalities legislation and regulatory requirements.
- 6.2 Provide advice and assistance on the development and implementation of Equalities and Privacy Impact assessments as required across Rosehill.
- 6.3 Co-ordinate Rosehill's approach to Equalities and Human Rights taking the lead on policy and process development in these areas and ensure compliance for Rosehill in both statutory, regulatory and good practice requirements.

## **7. Data Protection and Freedom of Information**

- 7.1 Support the Corporate Services and HR Manager in their role as the key link with our DPO Service including: providing required information or reports, passing on requests or perceived requests for information under FOI, EIR and DP timeously; alerting the Corporate Services and HR Manager to actual or suspected data breaches that occur within Housing Services as soon as possible.
- 7.2 Ensure all Housing Services Policies, processes and systems are compliant with data protection, seeking supporting from the Corporate Services and HR Manager when required.
- 7.3 Contribute to ensuring that our website and Guide to Information are kept updated with relevant and key information, relating to Housing Services.

## **8. General**

- 8.1 Represent Rosehill at appropriate forums as agreed with the Director.
- 8.2 Ensure that records kept by Rosehill are accurate, up to date and in line with data protection legislation.
- 8.3 Promote the aims and objectives of Rosehill.
- 8.4 Act as an Ambassador for Rosehill.
- 8.5 Attend committee meetings, public meetings, meetings of Rosehill's members/tenants and other public events as directed by the Director, which may include evenings and occasional weekends.

This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the post holder has to agree work priorities and tasks to be completed on a regular basis with the Director. This will enable the post holder's section and the organisation as a whole to fulfil its objectives.

All tasks must be carried out in accordance with Rosehill's Equality and Diversity Policy.