

**LONDON BOROUGH OF LEWISHAM
JOB DESCRIPTION**

Designation:	Housing Improvement and Assistance Programme Manager	Grade:	P06
Reports to	Head of Private Sector Licensing & Home Improvements	Grade:	SGM 3
(Designation):			
Directorate:	Housing Strategy	Section:	Private Sector Housing

Main Purpose of the job:

- To deliver the administration of disabled facility and discretionary grants and adaptations, in line with relevant grants legislation within statutory timescales.
- Deliver, review and implement empty homes strategies, policies and procedures to bring empty homes back into use and take enforcement action where appropriate.
- Be responsible for the development, delivery and monitoring of the Council's Private Sector Housing Improvement & Assistance strategy and policy in tandem with key internal and external partners and customers;
- Promote the work of the service in a way that targets and identifies the most vulnerable customers and those at most risk;
- Develop creative solutions to improve and adapt homes for vulnerable customers to ensure they live safely and comfortably in the private sector, increasing awareness and putting Lewisham at the forefront of innovation in empty homes enforcement and grant/loan delivery.
- Ensure that Lewisham maximizes both best practice from across the country in the development and delivery of services, but also maximizes income through attracting funding from external and internal sources;
- Be an effective staff and performance manager of a team of technical, administrative and apprenticeship staff to deliver agreed targets.
- Record and monitor work accurately and report as required on all business performance.
- Be an active member of the management team.
- Lead or work with others both internally and externally on projects that deliver property or service improvement to customers in the private sector;
- Work with multi-disciplinary teams and key partners to develop services which identify and ensure vulnerable, disabled and the elderly are supported to stay in their properties, by ensuring their needs are assessed and their homes are safe secure and free from hazards. Manage, monitor and review outcomes to maintain continuous improvement.

Summary of Responsibilities and Personal Duties:

MANAGEMENT ROLES & EXPECTATIONS

As a Team Leader/Manager you will:

Adapt the planned delivery of services to ensure changing community and customer needs.

Monitor and review service outcomes ensuring effective delivery of personal and team objectives.

Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.

Plan, deploy and co-ordinate people resources to meet changing operational needs.

Ensure services meet statutory and identified organisational standards and regulations.

Ensure an understanding of the impact of your service on other functions, and work closely with all teams and staff across the directorate and other relevant services/stakeholders to ensure joint goals are reached.

Be responsible for the development, delivery and reviewing of the Councils Private Sector Housing Improvement & Assistance strategy and policy in tandem with key internal and external partners and customers ensuring it delivers the customer services required in a timely and efficient way.

Develop and implement an effective Private Housing Improvement & Assistance policy in light of government regulations and grant availability in partnership with key stakeholders and customers. Bid and apply for funding both internally and externally.

Be an effective and supportive staff and performance manager of a team of technical, administrative and apprenticeship staff to deliver and report on formally and jointly agreed targets.

Lead in the development of robust processes and procedures to enable efficient and effective service delivery.

Work collaboratively across council services such as Adult Social Care, Occupation Therapists and other key partners and stakeholders.

Lead in the development of a service which ensures prevention of hospital admission and delays in hospital discharge by working with key partners across a range of disciplines in order to secure positive housing solutions. Manage, monitor and review the service with key partners to ensure continuous improvement. To create, review and monitor performance indicators and manage performance within the service.

Oversee the maintenance of a comprehensive, accurate and secure record of the work of the team, monitor and analyse achievements and report on performance. Use data imaginatively to support better focusing of resources.

Ensure that for both grant funded work and directly commissioned building works, technical requirements are complied with and that standards of work in all areas are maintained in line with

policies, procedures, legislation and best practice with due regard to value for money and customer satisfaction.

Keep under review the list of approved contractors and ensure representation from local firms, BME and women-led businesses.

Review the operational strategies and maintain clear policies for the interpretation of property standards, grants/loans, and empty property management.

Contribute to the management of the Private Sector Housing Service collaborating with all members of the management team, officers and colleagues across the Council.

Maintain close working relationships with managers in the unit to ensure optimum workflow between teams and sharing of information for the benefit of the whole service.

Ensure effective partnership working across the service with a wide range of officers from across the council (including Health/Better Care Fund, Housing Benefit, Council Tax, Planning, Legal, Trading Standards, Environmental Health, Housing Needs) and externally (Health; Police, LFB, SELPH, Empty Homes Network, LACORs; RPs) to provide the best opportunities for making the best use of private stock and funding across the borough.

Maintain detailed up-to-date knowledge and play an active role in the development and review of strategies, procedures, policies, working practices in response to changes in legislation, codes of practice, case law, statutory and non-statutory guidance and best practice identified by other departments or organisations in relation to the private sector. Keep abreast and contribute to new developments in improvements particularly in London. Respond to consultations as relevant relating to this service.

Deputise for the service manager as required and lead on attendance and participation in member briefings, committees, working parties and inter-agency meetings. Ensure reports are of a high standard and that the team is competent in presenting detailed information to a variety of audiences.

Ensure comprehensive accurate organised shared digital and paper record keeping that complies with Data Protection and document retention guidelines.

Lead or work with others both internally and externally on projects that deliver property or service improvement to customers in the private sector.

Provide training on areas relating to housing improvements or general housing and management to assist in the professional development and the evolution of more generic and flexible working for all members of the service, including direct management and mentoring of an Apprentice.

Recruit and retain dynamic, positive and problem solving staff who contribute positively and proactively to the delivery of the service.

Be responsible for the delivery of high quality customer services, including complaints, that deliver year on year improvements in results.

Carry out all tasks with due regard to the Councils policies and procedures with particular regard to Health and Safety (particularly risk assessments for lone working and site visits) and the Equal Opportunities Policy.

Internal Contacts: These include officers within the unit, technical, professional and administrative staff across the council and Council Members.

External Contacts: This will include private rented clients and their families, landlords, registered providers, charities, agents, owner occupiers, commercial, contractors, MPs, officers in other areas such as SELHP, Land Registry, NHS, Central and Local Government, utilities, Fire Service, Met Police, UKBA and professional bodies such as CIEH, CIH, ALEHM, HSE, LACORS

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled post holder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade:	No of Posts:
Empty Homes Officer	PO3	1
Housing Improvement and Assistance Surveyor	PO3	4
Housing Improvement and Assistance Programme Coordinator	SO1	2
Housing Improvement and Assistance Programme Officer	SC6	1
Housing Improvement and Assistance Apprentice	AP78	1

PERSON SPECIFICATION

JOB TITLE: Housing Improvement & Assistance Programme Manager

POST NO:

DEPARTMENT: Private Sector Housing

GRADE: PO6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the short listing and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of short listing.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S

Knowledge

Substantial knowledge of	S/T
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- Housing disabled facility grants/housing improvement loans processes, policies, strategies, procedures, legislation and delivery.
- Government policy and the regulation of private sector empty homes.
- Housing renewal issues facing a local authority in a multi-cultural inner-city area.
- Housing Grants, Construction and Regeneration Act 1996, Care Act 2014, Mental Health Act 2017, Equalities Act 2010 & Homelessness reduction Act 2020.
- Disabled Facilities Grant delivery: Guidance for local authorities in England (2022)

Knowledge of building construction and property; property maintenance and repairs; contract management, planning requirements; disrepair; electrical and gas safety; fire protection.	S
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Knowledge of on-line IT portal and databases	S
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Working knowledge of Assure or equivalent databases	S
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Knowledge of project management methodology and processes	S
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HHSRS qualification

Excellent knowledge of staff performance management and leading and motivating a team	S/T
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Good working knowledge of using a full range of Microsoft packages or equivalent databases.	S
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Excellent knowledge of good customer services principles	S
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Knowledge of the key services of the Council	S
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Aptitude

Ability to lead and motivate individuals and groups at all levels	T
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Ability to manage performance effectively	T
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Aptitude for working with databases, IT and monitoring systems for accurate business reporting	T
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Ability to support customers to use online technology	
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Ability to solve complex problems	T
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Ability to communicate complicated concepts clearly, concisely, sensitively and compassionately	T
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Ability to use high levels of discretion to make decisions	T
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Aptitude for figure work and attention to detail	T
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Ability to use their initiative	T
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Ability to work well collaboratively as part of a team	T
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Ability to think strategically	S
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Skills

(Skills can only be used as short listing criteria if the skill is to be tested)	(To Be Tested – T)
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Excellent verbal & written skills	T
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Good ICT skills	T
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Numeracy and literacy skills	T
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Presentation skills	T
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Excellent analytical, time management, organizational and project management skills	T
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Influencing skills	T
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Communication skills	T
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Problem solving	T
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Experience

Significant experience of effective staff leadership and performance management	S
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Experience of managing budgets, projects and performance	S/T
Experience of the Housing Act and Disabled Facility Grants Legislation & framework	S/T
Experience of reviewing and developing policies, procedures and protocols to improve services	S
Substantial experience of effectively communicating, influencing and persuading at a range of levels in order to achieve organizational and service objectives	S
Experience of communicating with a range of people and dealing in often confrontational and distressing circumstances and provide quality outcomes for residents	S
Experience of meeting demanding targets in a demanding environment	S
Experience of managing conflicting priorities under pressure to meet service objectives	S
Experience of using a full range of Microsoft Office packages and working with databases or similar packages used to administer disabled facility grants or housing enforcement	S
Experience of motivating, mentoring, developing and coaching staff	S
Experience of managing difficult situations in a straightforward way	S
Experience in using initiative with minimal supervision to effectively manage and organise own workload	S
Experience in interpreting and applying complex legislation and implementing necessary changes	S
Monitoring targets, performance and analysing statistical data for the purpose of producing monthly reports	S
Experience of delivering work programmes to time, cost and quality	S
Experience of developing and operating procedure and protocols	S
General Education – evidence of relevant qualifications to be produced at interview	
Degree educated and/or professional qualification or equivalent	S
HNC/HND in construction, surveying or similar (or willing to work towards)	S
Certificate of competency in performing HHSRS assessments and hazard identification (or willing to work towards)	S
Trusted Assessor Level 4 Certificate (or willing to work towards)	S
Personal Qualities	
Passionate about customer care and improving housing conditions	
Excellent communicator, personable and empathetic to the needs of customers	
Excellent and flexible team leader/builder/ motivator/collaborator/coach/worker	

Integrity, honesty, creative and positive

Solution focused mindset

Hard working and dependable

Circumstances

Must be able to travel throughout the borough to carry out the functions of the post

May need to work outside normal office hours to get the job done

DBS Disclosure Required? **No** ☐ **Basic** ☒ **Enhanced** ☐

Physical

Generally candidates must meet the standard Lewisham requirements for the post