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**JOB Outline**

##### Post: Housing Register Manager

##### Service: Housing and Communities

**Section: Housing Services**

**Grade: G12**

**Job Purpose:** Contribute to the effective provision, delivery and management of the monitoring and implementation of the statutory regulations and legislation related to Housing (Scotland) Act 2001, (As amended), Public Bodies (Joint Working) Act 2014, in order to assist with the promotion, delivery and integration of the Council’s key objectives; specifically in relation to the Community Plan, Shared Commitments, Single Outcome Agreement and Best Value.

1. **STRUCTURE CHART**
2. **KEY DUTIES & RESPONSIBILITIES**
3. Lead the day-to-day management of the Housing Register Team ensuring the implementation and delivery of a wide range of activities supporting the Council’s discharge of its statutory responsibilities under the Housing (Scotland) Act 2001, (as amended) , Public Bodies (Joint Working) Act 2014 and other relevant legislation and regulations.
4. Provide a diverse range of professional housing services supports to a wide range of stakeholders including expert advice/guidance and procedures on a range of complex and diverse housing matters in accordance with Council and Service policies, Statutory requirements, Housing (Scotland) Act 2001, (as amended ), Public Bodies (Joint Working) Act 2014 and other relevant legislation and regulations.
5. Lead and develop the Housing Register Team ensuring the on-going development, implementation and monitoring of team plans and work programmes in order to provide and report on an effective service meeting departmental Key Performance Indicators (KPIs) and ensure the correct and consistent application of relevant Council policies and procedures and statutory regulations and legislation.
6. Contribute to the overall preparation and implementation of the Housing Service Improvement Plan, ensuring and monitoring the delivery of core activities in accordance with Council and Statutory policies, regulations and legislation.
7. Liaise with the Area Housing Teams, Integrated Health & Social Care Partnership, Registered Social landlords, other Council Services, local resident and tenant groups and other key partners, including Police Scotland, to ensure that robust arrangements for service provision are developed in line with relevant legislation.
8. Ensure the provision of a central support of contact delivering professional, accurate and timeous advice and guidance to colleagues, management and a wide range of customers on all housing management functions in accordance with Council and Service policies and relevant statutory requirements, legislation and regulations.
9. Identify future legislative changes and implement the development of strategic direction and plans for Housing and Communities in line with East Ayrshire Council’s overarching Community Plan.
10. Ensure expert, accurate and timeous advice and guidance to a range of stakeholders including the public, agents, partner agencies, Elected Members and Colleagues across Council Services on a wide range of Housing Service matters relating to and including, Common Allocation Policy, continuous development of the Common Housing Register, management of needs assessments relating to Health and Disability Assessments and allocation of the council’s Supported Accommodation for older people and adults with complex needs, Looked After and Accommodated Young Persons and Care leavers, in accordance with the Council’s Financial Regulations, equalities legislation, Statutory Regulations and legislation and the council’s policies, procedures and regulations.
11. Ensure expert, accurate and timeous advice and guidance to inform the development of the Strategic Housing Investment Programme by contributing to the Housing Needs Demand Assessment and the Local Housing Strategy by identifying and evidencing the future housing need for development purposes.
12. Supervise and monitor the day-to-day team activities related to the provision of housing service activities are conducted in accordance with the Council’s policies, service procedures and the relevant legislation.
13. Manage the accurate and timeous recording of housing services data ensuring the appropriate procedures are in place for recording and report statutory information in accordance with the Data Protection Act and statutory regulations.
14. Ensure and monitor the operational management of a range of core services and activities including but not limited to provision of Housing Application Management including the assessment of Health and Disability applications, maintenance of the Common Housing Register, maintenance of the housing needs assessments for housing for older people, Supported Accommodation for adults with complex needs, Looked After and Accommodated Young Persons & Care Leavers in accordance with operational procedures.
15. Liaise and respond to enquiries and complaints from Councillors, MPs and MSPs as required; promote good relationships and effective communication with elected officials and provide relevant information and guidance to allow the efficient performance of duties by Elected Members.
16. Identify areas for improvement in service delivery ensuring development of administrative and operational working practices of the team and procedures for implementation that will enhance the efficiency of the section and contribute to ensuring a best value approach to the delivery of Housing Services.
17. Ensure the effective production of a range of reports as agreed, including statistical information detailing service activities, non-compliance issues and make recommendations on areas requiring improvements in accordance with the service and statutory Key Performance Indicators.
18. Manage the review, development and maintenance of management information systems ensuring appropriate and compliant procedures are in place for recording and safe storage of information in accordance with the Data Protection Act and statutory regulations.
19. Monitor and effectively proactively plan and prepare for the smooth implementation of future legislative changes, contributing to the revision, communication and roll-in of policies and service procedures ensuring the Council is fully compliant with current legislation.
20. Ensure the establishment and continuous development of engagement between the Council, its clients, external partners and all other stakeholders by developing and promoting intra-service working practices and arrangements.
21. Contribute to the effective management of change issues arising from current /future service delivery re-alignments by adopting an integrated and collaborative approach responding in a proactive or responsive manner to events.
22. Ensure all relevant processes are managed in accordance with the principles of the East Ayrshire Council’s Total Project Management System (TPL) utilising PRINCE 2 methodology including Planning, Control and Risk Management to ensure consistency of approach in project planning across East Ayrshire.
23. Ensure all relevant service processes are managed in accordance with the Scottish Housing Regulator standards to ensure consistency of approach in service delivery across Housing Services.
24. Adhere to all Council and service procedure / guidelines and statutory regulations in particular those pertaining to the protection of all children, young people and adults, including those individuals or groups identified as vulnerable or living with disabilities, measures as set out with Council policy and departmental procedures and guidelines.
25. Ensure financial duties including maintaining petty cash funds, processing financial documents and cash handling are completed in accordance with the Council’s financial regulations.
26. **GENERAL RESPONSIBILITIES**
27. Assist in the development of relevant policies, procedures and strategies relating to the services provided and ensure their effective implementation, taking a lead role as required.
28. Ensure the effective management of all employees within the Service in accordance with the Council’s Human Resources policies.
29. Manage effectively all resources such as buildings, equipment and other assets.
30. Manage allocated finances and budgets effectively in accordance with the Council’s Financial Regulations to ensure the most cost-effective delivery of services.
31. Utilise and maintain effective administrative and management information systems.
32. Promote the Health and Safety of employees at work and of service users through the implementation of the Council policy on health, safety and welfare at work and Service health and Safety arrangements in accordance with all relevant statutory requirements.
33. Maintain an up-to-date knowledge of best practice within areas of functional responsibility and ensure compliance with all relevant legislation.
34. Ensure that the services provided by East Ayrshire Council’s Housing Services adhere to the Best Value/quality framework, performance is regularly monitored and continuous improvement achieved.
35. Ensure the establishment and continuous development of effective engagement between Housing Services, East Ayrshire Council Services, external partners and all other stakeholders by promoting and developing intra-service working practices and arrangement.
36. Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council`s Equality and Diversity Policies and the statutory and general and specific Equality Duties.
37. Ensure that the Council’s Customer First Service Commitment is followed in all dealings with the people we serve.
38. Adhere to the Councils’ policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
39. Implement the (East Ayrshire Council Employee Review) FACE process with all team members annually in accordance with the Council’s guidelines.

***Additional statements for management posts:***

1. Represent the department at appropriate external events and meetings in accordance with the remit and status of the post.
2. Attend, and where appropriate, report to the Council, Cabinet, Committees, Sub-Committees and working groups etc. as appropriate.
3. To ensure that the Housing Services are provided within a Best Value/quality framework and that performance is regularly monitored and continuous improvement achieved.

**Person Specification**

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| --- | --- |
| Designation: Housing Register Manager | Post No: |
| Service: Housing & Communities | Section: Housing Services |

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| **Attributes:** | **Essential Criteria** | **Desirable**  |
| Qualifications | * SVQ Level 4 in Housing Studies or equivalent professional qualification.
 | * SVQ Level 5 in Housing Studies or equivalent professional qualification.
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| Knowledge & Skills | * Ability to present complex topics in a way that is easily understandable.
* Demonstrate the ability to lead a team.
* Effective research, analytical and report writing skills.
* Good presentation skills.
* In-depth knowledge of the function of social housing, social housing regulation.
* A detailed knowledge of Housing legislation
* Knowledge of the issues relating to social exclusion.
* Ability to influence and negotiate with stakeholders in order to achieve positive outcomes.
* Ability to establish strong working partnerships with a diverse range of stakeholders.
* Ability to prioritise and deliver a varied caseload, ensuring tasks are completed to a high standard and in a timely manner.
* Effective organisational skills. Effective communication skills.
* Good IT skills.
 | * Detailed knowledge of East Ayrshire Council Policies and Best Value arrangements.
* Detailed understanding of Housing legislation.
* Knowledge of Orchard Integrated Housing Management systems.
* Ability to demonstrate quality assurance and use of project management tools.
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| Experience | * Experience within a Social Housing environment.
* Provided advice and guidance on planning procedures/ processes to a range of stakeholders.
* Assessed and prepared reports and recommendations on a range of planning applications relevant to the work.
* Worked with stakeholders to deliver or achieve agreed outcomes.
* Worked on a multi-disciplinary capacity with partner organisations.
* Delivered customer focused changes to improve service relevant with a Social Housing environment.
* Contributed to the effective delivery of KPI’s or similar performance targets.
* Undertaken compliance auditing activities relevant to the work.
* Assisted in the development and implementation of relevant policies, procedures or working practices.
* Assisted in the development and management of information and control systems.
* Supervised and reported on employee performance.
* Engaged effectively and worked with a range of internal and external stakeholders.
* Assisted in budget management and/ or financial planning activities.
* Used Microsoft Office packages including Word, Excel, Access, and Outlook.
* Undertaken compliance auditing activities relevant to work.
* Ability to respond to housing related emergencies and undertake activities out with normal working hours.
* Ability to travel throughout East Ayrshire and beyond to represent the Authority and attend meetings and events.
* Ability to recognise and maintain confidentiality.
* Committed to continuous improvement though service delivery.
 | * Experience of delivering project activities.
* Experience of implementing change.
* Contributed to the development of operational plans.
* Contributed to the development and implementation of externally funded projects and programmes.
* Membership of the Chartered Institute of Housing. Or other relevant professional body
* Evidence of Continuous Professional Development (CPD).
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| **Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours** |
| **Quality**  | **Behaviour** |
| Flexible  | * Have an open mind and look for better ways of doing things.
* Embrace new technologies to improve services for the people we serve.
* Welcome opportunities to learn and grow.
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| Approachable | * Develop positive and productive relationships with everyone.
* Listen, notice, respond and engage.
* Manage our reactions and think about how our behaviour affects others.
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| Caring | * Embrace working in a team and working with others.
* Take pride in your role, serving our community and strive to be the best we can be.
* Be kind to others and to ourselves.
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| Empowered | * Have the courage to try new things.
* Work with others to find the best solutions.
* Help everyone to realise their full potential.
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