

Role Profile

This section provides key information relating to the role

Job Title:	Independent Living Service Manager		
Post No:	RP0159	Grade:	M
Team:	Independent Living Services	Location:	Campus East
Responsible to:	Head of Supported Housing and Allocations		
Responsible for:	Team Leaders x 3 ILS Administrator		

Overall job purpose:

To oversee and be responsible for the strategic and operational delivery of a high-quality sheltered housing service across several different schemes owned by the council. The post holder will be expected to ensure delivery of cost effective and customer focused service which enables older and vulnerable people in the community to live fulfilling, healthy and independent lives.

To strategically oversee the overall delivery of effective landlord and support services within schemes and in the communities.

To drive continuous improvement across all services by putting in place strategies and mechanisms for delivering improvements.

To develop services and partnerships with internal teams and external agencies to achieve the council's objectives, complying with relevant national and local performance standards and to deliver strong performance management across the wider Independent Living Team.

Key areas of focus:

1.	Act as strategic lead to ensure the delivery of high quality, efficient and compliant Independent Living service across all managed tenures, managing and developing the strategic direction of the services in line with agreed objectives, policies, strategies and targets.
2.	Ensure that the services provided meet legislation and regulatory requirements and reflect best practice and deliver excellent customer care at all times.
3.	Lead on the development and updating of policies and procedures and that these are communicated to staff and applied consistently throughout the service.
4.	Take a strategic, innovative lead, in the planning and delivery of services, ensuring they meet the current and future needs of existing customers and people who live in the wider community.
5.	Plan and monitor budgets to meet the needs of the service; identify where efficiencies can be made and ensure that resources are prioritised appropriately across the services provided.

6.	Develop and foster effective working relationships with internal and external partners and stakeholders to support the delivery of effective services to the customers.
7.	Lead on the strategic delivery and implementation of the council's approach to managing independent living services, safeguarding and interventions ensuring the council meets its statutory duties and compliance with relevant legislation and standards relating to the services managed and delivering best practices initiatives across the council.
8.	Accountable for ensuring key performance targets/indicators and business plan objectives are met and develops suitable monitoring systems and the provision of new statistics. To monitor, interpret and analyse the data collected, ensuring the timely submission of corporate performance reports and other documents as required.
9.	Identifying and delivering change initiatives and opportunities for business development as agreed by Executive Team / Senior Management Team, to ensure the service is able to meet the current and future needs of existing and potential customers.
10.	Identify, source and deliver opportunities for new business and increased revenue to support enhanced delivery of council's strategic objectives and financial strength.
11.	Keeping up to date with the latest technology or service provision developments across the sector to contribute to the effective running of the service.
12.	To work in partnership with other agencies as appropriate, resolving serious/escalated complaints and other concerns, including safeguarding issues, as raised by staff, residents and/or their relatives and partner agencies. This will include also responding to formal complaints, ombudsman, MP and councillor enquiries and carrying out reviews of policies and practice with respect to complaints received and implement improvements.
13.	To be an effective, enabling manager with the ability to develop staff to maximise potential and encourage improvement and development of personal performance.
14.	Through the collection of customer insight data and other involvement activities, ensure that residents are able to provide feedback on the service, with timely and appropriate action taken in response to customer feedback
15.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
16.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
17.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training, to graduate or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job	x		AP
Extensive experience of leading a supported/sheltered housing and/or housing management service or another relevant housing-related area	x		AP/AS/IN
Substantial experience of sheltered housing management practice, regulation, risk management and compliance across a range of schemes	x		AP/AS/IN
Established track record of delivering operational/strategic results and continuous improvements in service delivery	x		AP/IN
Experience of managing a team	x		AP/IN
Degree Level or post graduate Housing qualification		x	AP
Corporate Membership of the Chartered Institute of Housing		x	AP
Knowledge			
Up to date knowledge of: - Housing law - Leadership training - People management training	x		AS
Comprehensive knowledge of housing legislation, sector influences and regulatory standards and requirements relating to social housing	x		AS
Skills and abilities			
Developed numeric, analytical and decision-making skills	x		AS/IN

Ability to plan long term schedules for reporting and ensure the deadlines are met	x		AS/IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability to work to strict deadlines and under pressure	x		AS
Ability to diffuse aggression and difficult situations	x		IN
Ability to manage difficult decisions and escalate where appropriate	x		IN
Ability to communicate effectively in a range of different situations	x		AS/IN
Excellent written and verbal communication skills tailored towards a range of audiences, including reports and presentations	x		AP/AS/IN
Ability to produce, analyse and interpret complex information and present this information in a meaningful and understandable way	x		AS
Other attributes			
Ability to carry out visits to other locations, including multiple schemes and managed properties, external venues for meetings and conferences	x		IN
Full UK driving licence	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.