

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Service Improvement Officer</b>
<b>Service:</b>	Strategic Housing and Delivery
<b>Team:</b>	Service Improvement
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Service Improvement Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To support continuous improvement in the housing services by providing staff, tenants, other customers and stakeholders with a policy development, research, performance evaluation and monitoring resource.</li> </ul>	
MAIN DUTIES AND ACCOUNTABILITIES	
<ul style="list-style-type: none"> <li>Co-ordinate and support individual service reviews and assist with arrangements to meet statutory regulations.</li> </ul>	

- Collect, analyse and report on housing service policies, procedures and performance data with a view to identifying areas for improvement
- Carry out research into how other organisations provide equivalent services and report on examples of best practice for service reviews and other initiatives
- Assist with collection and submission of data required for benchmarking, carry out benchmarking exercises on-line and produce reports of results for service reviews and as required by service managers
- Carry out research with tenants, other customers and stakeholders including online, postal and telephone surveys, focus groups, face-to-face interviews etc. connected with service reviews and other initiatives
- Co-ordinate arrangements for Tenants' Satisfaction Survey and development of proposals to act on findings
- Monitor, evaluate and report on progress towards implementation of improvement plans following service reviews
- Produce user-friendly information for customers, staff and external stakeholders about performance and service developments
- Assist in the management of the housing service content on the Council's website and intranet
- Collect, analyse and report on performance indicators and related information
- Analyse and produce reports on new Government policies and initiatives
- Undertake any other duties as may be assigned from time to time commensurate with the grade of the post

#### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

#### **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

### **DIMENSIONS OF THE ROLE**

- Support service managers and operational staff with project managing improvement initiatives and reviews
- Liaison with other services of the Council and external agencies, including consultants
- Analysis of guidance produced by MHCLG, Chartered Institute of Housing, Homes and Communities Agency, National Housing Federation and others
- Producing reports on research and review findings, policy development and performance matters

### **AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT**

- Co-ordination of service reviews and other improvement initiatives, involving customers, staff and external stakeholders
- Developing proposals for improving services and assisting with implementation.
- Carrying out research with customers and other stakeholders

## PLANNING/ORGANISING/CONTROLLING

- Keeping staff, customers and other stakeholder informed of performance and service developments
- Recruitment and management of research consultants

## CUSTOMERS AND CONTACTS

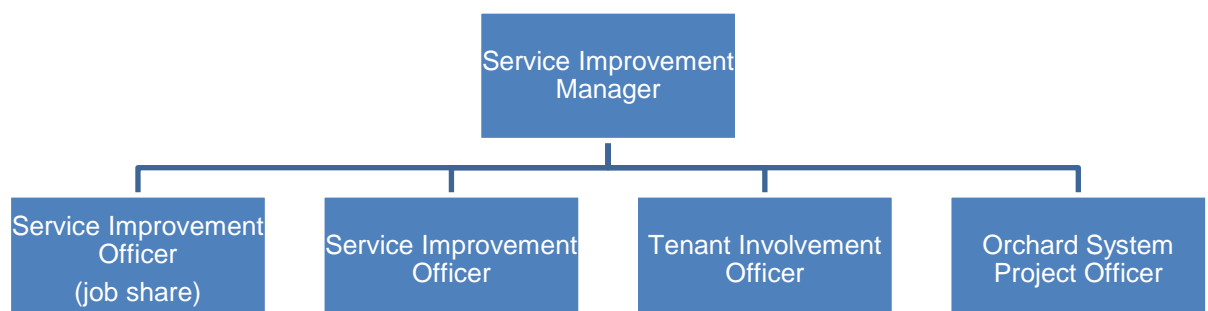
### INTERNAL

- Service Improvement Manager
- Head of Housing Operations
- Head of Housing Strategy and Delivery
- Orchard System Project Officer
- Tenant Involvement Officer
- Housing Service Managers
- All housing staff.
- IT Development Manager
- Project Manager (Housing Systems)
- Website Manager

### EXTERNAL

- Tenants and other customers
- MHCLG and other Government departments
- Registered Social Landlords
- Homes and Communities Agency
- Chartered Institute of Housing
- Consultants

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS / EDUCATION / TRAINING / EXPERIENCE</b>	Good standard of general education	<b>A</b>	Degree or equivalent qualification in Social Housing	<b>A/C</b>
			Qualification in Social Housing	<b>A/C</b>
<b>KNOWLEDGE / TECHNICAL SKILLS</b>	Experience of carrying out or managing quantitative and/or qualitative research.	<b>A</b>	Experience of working in social housing	<b>A</b>
	Highly analytical approach - able to make sound judgements based on evidence and distinguishing between important and less important issues.	<b>A/I</b>	Policy development experience especially related to social housing.	<b>I</b>
	Flexible and resourceful approach – actively seeking solutions to problems and ways of improving performance.	<b>I</b>	Project management experience	<b>A/I</b>
	Good IT skills including Word and Excel.	<b>A</b>	Experience of improvement initiatives	<b>I</b>
			Awareness of Safeguarding	<b>I</b>
<b>COMMUNICATION</b>	Good interpersonal and communication skills. Able to: <ul style="list-style-type: none"> <li>work effectively with staff at all levels within the organisation, customers and other stakeholders</li> <li>make presentations to staff, tenants etc</li> <li>write clear, concise reports.</li> </ul>	<b>A/I</b>		

<b>CUSTOMER SERVICE</b>	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	<b>I</b>		
<b>TEAM WORKING</b>	Ability to successfully negotiate with staff to ensure projects are completed on time	<b>I</b>		
	Builds constructive and productive internal and external relationships.	<b>A/I</b>		
<b>MANAGING SELF AND OTHERS</b>	Good project and time management skills. Able to work on own initiative with minimum supervision and prioritise tasks according to their relative urgency/importance.	<b>A/I</b>		
	Stays calm and focused under pressure.	<b>I</b>		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	Ability to problem solve and develop new processes	<b>A/I</b>		
	Enthusiasm to learn to use new IT packages e.g. questionnaire software.	<b>I</b>		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>A</b>		
	Able to attend occasional evening meetings.	<b>I</b>		

#### How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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<b>Job title:</b>	Service Improvement Officer	<b>Post no:</b>	HA08
<b>Service:</b>	Housing Delivery and Communities	<b>JE score:</b>	282
<b>Team:</b>	Service Improvement Team	<b>Pay band:</b>	7
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>3</b>	
	Customer Service:	<b>3</b>	
	Team Working:	<b>2</b>	
	Managing Self and Others:	<b>2/3</b>	
	Can do approach/Results	<b>2/3</b>	
<b>REVIEWED BY:</b>	<b>Service Improvement Manager</b>	<b>DATE:</b>	March 2021
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	
<b>LAST UPDATED:</b>		<b>DATE:</b>	