

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	
Job title:	Service Improvement Manager
Service:	Housing
Team:	Housing Service Improvement
Location:	Hybrid - The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Assistant Director of Housing
Responsible for:	Six members of staff - Service Improvement Officer x 2 Tenant Involvement Officer, Housing Management Systems Officer, Housing Graduate Management Trainee x2
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive , and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	

- To ensure the Council deliver a housing service that provides safe homes and quality services by; leading and managing policy and performance initiatives; monitoring and developing performance management arrangements; and working with service managers to implement improvement plans.
- To lead on developing and maintaining an effective relationship and engagement with externally bodies (Regulator of Social Housing, Housing Ombudsman Service, Department for Levelling Up Homes and Communities) on regulatory matters inc on consultations, improvement initiatives and policy developments.
- To be forward looking and keep abreast of regulatory requirements, innovation and risks to give professional advice and make recommendations to Assistant Director of Housing, Portfolio Holder for Housing and Executive.
- Lead on transforming customer and community insight and engagement activities to ensure the voice of our tenants is heard and influences at both strategic and operational levels.
- Ensure comprehensive and meaningful performance information relating to the housing services is available and communicated appropriately to customers, Members, staff and stakeholders.
- To maintain, support and develop tenant engagement and landlord tenant relationships by ensuring all services are customer focused and provide tailored services to meet individual tenants needs.
- To ensure housing IT systems support the service in delivering quality services by managing, maintaining and developing current and future systems.
- To ensure the Council meet Legal and Regulatory requirements by completing housing research, self assessments, housing policy analysis and development.
- To provide governance and peer challenge to the housing managers team to ensure continuous improvement across the service.
- To ensure robust project management behaviours across all housing service initiatives.
- To promote equality and inclusion at all levels of service delivery and employment.

MAIN DUTIES AND ACCOUNTABILITIES

- With managers, operational staff and tenants, identify, undertake, implement and manage service improvement reviews/initiatives/strategies.
- Review current and develop new policies and strategies in response to Government and/or service requirements in consultation with stakeholders, as appropriate.
- Propose, advise and implement strategic management decisions relating to the housing service, in consultation with the Assistant Director of Housing, the Housing Managers Team, tenants and Members. Including Housing Revenue Account Business Plan, annual Housing Revenue Account budget, Service Plan and Risk Register.
- Enhance housing performance management structures in line with corporate developments ensuring there are clear and consistent links between corporate and housing service aims and objectives.
- Manage a programme of self-assessment service reviews against the Regulator of Social Housing Consumer and Rent Standards, and Housing Ombudsman Service Spotlight Reports.

- Ensure the service reports data and related information is reported as required for national statistics and regulatory requirements.
 - Provide professional advice and guidance to elected Members, engaged tenants and staff to enable the council's priorities and responsibilities to be actioned.
 - Promote, develop, implement and monitor performance and outcomes of Tenant Involvement Strategy.
 - Develop, implement and monitor performance and outcomes of Housing IT systems.
 - Promote clarity of communication through website development, online services, template letters, accessible documents and champion Plain English to foster positive relationships with tenants.
 - Direct and manage the Housing IT Governance Group.
 - Direct and manage the Housing Operations Procurement Governance Group.
 - Oversee, manage and support the Executive Working Group, Landlord Service Advisory Board.
 - Produce reports for the Executive, Executive Working Group (LSAB), Overview & Scrutiny Committee, Management Board on performance and findings of improvement initiatives/policy developments.
 - Support and advise Portfolio Holder for Housing and Executive on housing service priorities, performance and matters arising.
 - Contribute to the development of corporate improvement initiatives by representing the Housing Service on corporate wide working groups as requested.
 - Provide advice and training on policy, procedure and performance improvement issues as required for staff, customers and other stakeholders.
 - Manage satisfaction surveys, focus groups and other housing research, recruiting and managing external consultants where necessary.
 - Provide effective visible leadership to the team ensuring that challenging objectives and requirements are met positively.
 - Recruit, manage and develop the Service Improvement Team.
 - Manage the Housing IT, Tenant Engagement and Hardship Fund budgets and any other budgets provided for specific projects.
 - Represent the Housing Service externally with Regulator of Social Housing, Housing Ombudsman Service, Department for Levelling Up Homes and Communities on consultations, improvement initiatives and policy developments.
 - Represent the Housing Service at Surrey Safeguarding Adults Board and with other statutory agencies as requested.
 - To 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

- Responsible for the service adhering to the regulatory standards, including implementing and enhancing co-regulatory practices.
- Leading the Landlord Services Advisory Board to deliver co-regulation and good governance.
- Provide expert advice and assistance to Executive Head of Housing, Portfolio Holder for Housing and Tenant Panel Chair.
- Support £30m HRA business plan annual and strategic reviews.
- Direct line management of six officers.
- Manage budgets totaling c£200k pa.
- 5,000 tenants, leaseholders and homes.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING - DECISION MAKING/SCOPE FOR IMPACT

- Maintain a suite of Housing Policies to give clear guidance, rights and responsibilities to deliver quality services
- Responsible for national housing data returns to meet regulatory requirements
- Improvement initiatives - identify problems, co-create solution and implementation to drive quality services inc IT solutions, communications and training
- Collate, present and review performance to share information for scrutiny
- Keep abreast of legislative and regulatory initiatives and good practices and make recommendations accordingly to drive quality services and compliance
- Provide assurance that service meet RSH standards and ongoing improvements to meet and/or maintain compliance
- Make proposals for HRA Business Plan and annual service plan to drive quality services and value for money
- Support and promote positive respectful culture for ongoing development of service
- Provide peer challenge and governance support for procurement projects to ensure compliance with CPR, legal requirements and Council decision making
- Empower tenants to be involved in the service and develop respectful and balanced tenant landlord relationship
- Advise and make recommendations to Senior Management and Executive of national and local housing issues

PLANNING/ORGANISING/CONTROLLING

- Performance and Data Management
- Housing Service Plan
- HRA Business Plan
- LSAB work program
- IT governance work plan
- Procurement governance work plan
- Tenant Involvement Strategy
- IT Strategy
- Data Management Strategy
- Running self-assessment, service reviews and topic specific project groups
- Procurement of market research and IT consultants
- Professional and development training for team and service eg EDI, communications, record keeping
- Organise and prioritise own workloads
- Able to effectively delegate tasks to team members and performance management of staff
- Planning and management of budgets
- Project management delivering a variety of projects at any one time; working to deadlines and set budgets and making effective use of project team members
- Working with partners and stakeholders to facilitate service delivery outcomes, initiatives and improvement projects
- Able to identify areas of service improvement or where efficiencies can be made
- Plan, write and source information to provide concise and effective verbal, email or written material and reports for tenants, committees, Councillors, Senior Management

CUSTOMERS AND CONTACTS

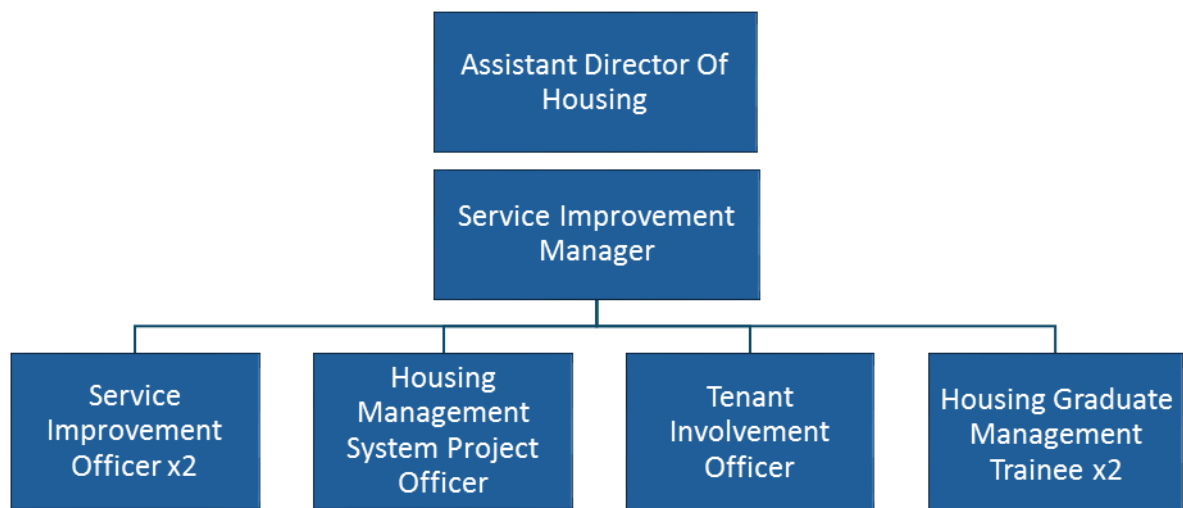
INTERNAL

- Service Improvement Team
- All housing staff
- Housing Service Managers
- IT Manager
- Business Transformation Manager
- Democratic Services Manager
- Assistant Director of Housing
- Strategic Director – Community Wellbeing
- The Portfolio Holders for Housing
- Landlord Services Board members
- Ward councillors
- Executive

EXTERNAL

- Council tenants and leaseholders
- Tenants panel and involved tenants
- Statutory and Charity stakeholders
- Regulator of Social Housing
- Housing Ombudsman Service
- Department of Levelling Up, Housing and Communities
- Chartered Institute of Housing
- Housing Quality Network
- Market Research Consultants
- IT 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
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Relevant academic qualifications to degree level or demonstrable equivalent experience.	A/C	Post graduate qualification Relevant to role	A/C
	Member of Chartered Institute of Housing	A/C	Evidence of ongoing professional development	I
	Experience of leading and managing high performing, diverse, teams	A		
KNOWLEDGE /TECHNICAL SKILLS	Good understanding of issues facing social housing organisations, including relevant legislation and regulation	A/I		
	In depth knowledge of Social Housing Regulation and Regulatory framework and how this impacts service delivery	I		
	Demonstrate competence at a Senior level in policy development and/or performance management role	A /i	Awareness of Safeguarding	I
	Management of projects to achieve beneficial change.	A i	Knowledge of resident engagement approaches and co-production	I
	Excellent analytical and problem solving skills.	I		

	Ability to think strategically and translate policy into practice.	A /I		
	Competent IT user, including Microsoft Word and Excel	A/I		
COMMUNICATION	Ability to establish and maintain positive effective working relationships, with an ability to relate to and influence people at all levels.	I		
	Ability to communicate the corporate vision and values.	A		
	Ability to analyse and present complex information, subjects and issues clearly and concisely	I		
	Good written and oral communication skills	A/I		
	Commitment to high standard of accuracy and attention to detail.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Accurate spoken English is essential for the post	I		
	Ability to identify and develop strategies and processes needed to achieve and sustain long term customer satisfaction.	A/I		
TEAM WORKING	Ability to actively promote networking, collaboration and joint working across	A/I		

	organisational boundaries			
	Ability to create and promote a culture of performance management and continuous improvement	A/I		
MANAGING SELF AND OTHERS	Ability to work under pressure, manage conflicting priorities and meet deadlines.	I		
	Great coaching and leadership skills to achieve high performing team	I		
CAN DO APPROACH / ACHIEVING RESULTS	Commitment to high quality services and equal opportunities. Energy and enthusiasm. Flexibility.	I		
	A 'can-do' attitude and solutions-driven, innovative approach that has successfully modernised services.	A/I		
	Strong sense of professionalism, probity and integrity	I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Full and valid driving license			
	Able to attend evening meetings			

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle.

How assessed:

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

Politically Sensitive post: Political Restrictions

Please note that the Local Government Officers (Political Restrictions) Regulations 1990 apply to this post. In general terms these provisions mean that the postholder is prohibited from:

- Holding or standing for elected public office (except Town or Parish Councils);
- Holding office in a political party;
- Speaking or writing in public (including on social media) in a personal capacity in a way that might be regarded as favouring one or other political party;
- Canvassing at elections

For Official Use only			
Job title:	Service Improvement Manager	Post no:	HA02
Service:	Housing	JE score:	556
Team:	SIM	Pay band:	3
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	4	
	Customer Service:	4	
	Team Working:	4	
	Managing Self and Others:	4	
	Can do approach/Results:	4	
REVIEWED BY:	Head of Service	DATE:	
CHECKED IN:	HR	DATE:	
LAST UPDATED:	2 May 2024	DATE:	