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**Job Description**

**Housing Adaptations Team Manager**

**Reports to: Adaptations and Independent Living Manager**

**Responsible for - Directly: 7**

**Total staff managed: 7**

**Working environment: Hybrid – Office and home working to meet business needs**

**Working hours: Full time, 37 hours over a 5-day week**

**Contract type: Permanent**

**Purpose of role**

The Housing Adaptations Team Manager is responsible for managing the housing adaptations team. The role ensures the efficient day to day management of adaptation processes, including assessments, design, installation, and review, while working closely with other local authorities, health professionals, contractors, and individuals.

**Key result areas:**

* Ensure efficient assessment of applications in line with policy and legislation
* Ensure aids and adaptations are provided efficiently and cost-effectively, maximising the funding available

**Responsibilities:**

* Management and development of the team
* Contribute to the development of policy and strategies
* Accountable for maintaining robust performance and risk management systems in respect of the service area
* Collect and maintain systems to enable production of relevant and up to date key performance indicators (KPIs), local performance indicators and activity/demand data
* Assist in completion of statutory returns to Government and/or Government Agencies
* Effectively deploy the Council’s staff, financial and asset resources in the delivery of services for which the post-holder has management responsibility ensuring that the team structures support this and are utilised to the maximum effect
* To ensure that the area managed complies with the relevant statutory legislation
* Seek to continually improve operational and personal performance and that of staff
* Actively encourage, motivate and support others to meet their objectives
* Ensure that services comply with health and safety legislation and Council policies
* Actively promote equal opportunities and value diversity as both an employer and as a direct service provider, fostering a culture of fairness, equality and respect
* Prepare reports for senior management
* Investigating complaints, MP enquiries and freedom of information requests
* Delivery of a comprehensive, highly customer-focused services including the Independent Living Home Improvement Agency, the integrated Housing Adaptations Service and the adaptations service for tenants in council owned homes.
* Manage the provision of services to clients needing home repair, renovation or adaptation works
* Provision of comprehensive technical advice and assistance to a team of technical officers.
* Ensure that the list of contractors is kept up-to-date and allocation of work is in accordance with the current contracting arrangements
* Manage contracts and provide timely performance information in accordance with the requirements of the contract
* Oversee the ordering and coordination of work with contractors as required by the service
* To agree the technical work involved in adaptation and renewal works to ensure standards are set and maintained and to check that grant/loan conditions are observed
* To ensure approval notices, loan agreements, certificates of payment and completion are correct and properly recorded and that procedures and protocols are adhered to
* To ensure effective liaison with occupational therapists including undertaking joint visits in respect of adaptation works
* Operational lead for the Integrated Housing Adaptation Service, including coordination and management of the service with County colleagues and attendance at the county-wide operational IHAT group
* Provide advice on private sector housing renewal initiatives as required to ensure a good outcome is achieved for each property identified
* Support and contribute to the delivery of ad-hoc initiatives that provide residents access to support that enables them to live in safe, secure warm homes.
* Develop, implement, review and revise case management systems to ensure that work is progressed in accordance with legislative requirements and agreed priorities and procedures
* Advise, guide and support the team with complex cases taking responsibility for those cases and representing the council as appropriate
* Maintain up-to-date knowledge of legislation, Government initiatives and best practice ensuring these are implemented promptly and effectively within the team
* Liaise with other Council departments in respect of applications for adaptations to Council dwellings
* Coordinate and or write reports for senior management in respect of adaptation review cases and repayment of grants and loans.
* Attend case conferences involving a range of partners to deal with a range of issues involving tenants
* Support the effective liaison and joint working with Norfolk County Council Adult and Children’s Services, the Early Help Hub, voluntary sector agencies and any other partners
* Responsible for health and safety matters in respect of the work of the service, its officers and Council tenant and work ordered by officers or the section but undertaken by contractors
* Develop and maintain service protocols and procedures as necessary across the service
* To participate in County and Regional forums appropriate to the service

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**
   1. Detailed knowledge and understanding of building techniques and contract law
   2. Broad understanding of planning and building regulations and the processes
   3. Relevant experience in building renovation and refurbishment.
   4. Exercise discretion, judgement and confidentiality when dealing with service users and officers at every level across the Council
   5. Possess an understanding of the relevance of strong governance, financial and performance regimes
   6. Experience of partnership working with external organisations across the public, private, voluntary sectors
   7. Knowledge of the challenges facing local government and the wider public sector
   8. Evidence of leading/managing staff using performance management and development processes, encouraging employee contribution, objective setting, feedback, and performance/career development planning
   9. Up to date knowledge of legislation, government initiative and best practice around tenancy management and support
   10. Understanding of national housing issues both public and private sector and their impact
   11. Knowledge of health and care system and how it relates to the services you deliver
   12. Proven ability to provide balanced advice and guidance on a range of issues in a pressurised environment
   13. Researching and interpreting complex issues for example consultation documents, legislation, writing reports and preparing briefings for audiences including, Heads of Service and Management Team
   14. Ability to demonstrate a commitment to customer care and motivating others to do the same
2. **Qualifications & Skills**

**Essential**

* 1. A relevant professional qualification in housing or related BTEC/HNC (or equivalent qualification in a building related subject) or extensive and relevant work experience without relevant qualifications.
  2. Experience of managing and delivering services.
  3. Evidence of CPD

**Desirable**

* 1. Relevant professional or management qualification

1. **Competencies**
   1. Clarity of thought and ability to process complex information
   2. Ability to communicate across a range of levels of understanding to summarise and convey complex messages and provide clear advice on issue
   3. Influencing, persuading and negotiating skills
   4. Partnership and consensus building abilities
   5. Ability to lead and inspire others to contribute towards achieving organisational success through team building and collaborative working
   6. Demonstrable ability to undertake effective service development and transformation which delivers the most cost effective and efficient services for the Council
   7. Ability to model appropriate behaviours that encourage a culture of empowerment, initiative and transparency across the Council
   8. Ability to motivate and develop others and empower staff, communities and partners towards a common vision, often in challenging circumstances
   9. Able to develop improved ways of working, balancing a pragmatic approach with creativity and innovation to respond to demand from service users capability of achieving targets under pressure and against tight deadlines
   10. Demonstrates good listening skills and is able to respond to diverse needs of others
   11. Excellent organisational skills, with the ability to prioritise work to meet statutory and local deadlines, and ensuring attention to detail and accuracy
   12. Excellent IT skills, including Excel, Word, PowerPoint and financial information systems
   13. Excellent interpersonal skills along with the ability to work colleagues at all levels in a consistent, courteous and sensitive way
2. **Personal Qualities and Attributes**
   1. Self-awareness
   2. Openness and honesty and integrity
   3. Personal resilience
   4. Fairness and consistency
   5. Developed political awareness
   6. Ability to challenge self and colleagues constructively and sensitively
   7. Flexibility and enthusiasm to adapt and develop new ideas and initiatives
3. **Agreed Behaviours Framework**
   1. Putting Great Yarmouth first
   2. Effective and open communication
   3. Respecting others
   4. Working together
   5. Embracing change
   6. Taking personal responsibility
4. **Our Cornerstones of Management and Leadership**
   1. Trust and Respect
   2. Communicate and Connect
   3. Lead and Inspire
   4. Ownership and Accountability
   5. Empathy and sensitivity to the needs of individuals requiring adaptations, combined with a solution-focused and pragmatic approach.
   6. Passion for improving the lives of vulnerable or disabled people

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Additional requirements**
   1. Basic DBS Check
   2. This role may require occasional travel to meet with clients, contractors, or other stakeholders.