

Role Title	Home Ownership Manager
Job Family	Resident Services
Competency Level	Senior Manager
Pay Scale	Indicative PO8
<p>Purpose To lead, plan, develop and deliver an expert professional home ownership service. To support the development, management and delivery of council services. Manage staff responsible for service delivery / support within the home ownership service area. To ensure the Council maximises service outcomes in relation to cost.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent customer service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p>	<p>Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Major issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p>
<p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Customer outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p>

	<p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>
<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>
<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>

<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>To represent the Council, providing guidance to all necessary parties including for cases at First Tier Tribunal (Property) and/or County Court in cases in relation to service charges or other leasehold matters.</p>	<p>Enforcement, challenges, clarification, and disputes are managed by specialists resulting in positive outcomes for Waltham Forest</p>
<p>Ensure the successful implementation of health and safety legislation, policies and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>

Job Specific Accountabilities:	End Results and Outcomes
<p>Provide strategic and operational leadership to the delivery of home ownership services.</p> <p>To ensure that policies and processes on service charges, right to buy and leasehold/shared ownership management are compliant and in line with current legislation.</p> <p>To ensure homeowner consultation and engagement is customer focused, delivers value for money and is compliant with legislation and policy.</p>	<p>The Council's home ownership service is managed in a way that delivers the Council's objectives.</p> <p>The Council delivers a Value for Money (VFM) service to homeowners and at the same time covers its own costs.</p> <p>Section 20 consultation is effectively managed.</p> <p>The Council's has a positive reputation and homeowner satisfaction levels are high.</p>
<p>Responsible for all home ownership policies and processes, keep abreast of changes, best practice, etc and ensure working practises reflect these.</p> <p>To ensure new processes are developed and implemented in line with the Council's digital programme.</p>	<p>Up to date policies and processes.</p> <p>Full range of digital options available to residents.</p> <p>Staff productivity maximised through mobile working.</p>

<p>Work closely with other colleagues across Housing, Resident Services and the wider council to deliver a joined up and coherent approach to housing and tenancy management.</p>	<p>Positive and constructive relationship are formed and developed in the department and across the wider council.</p>
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<p>Nature of Contacts</p>
<p>Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery.</p> <p>To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.</p> <p>Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influencing decisions.</p>

<p>Procedural Context</p>
<p>Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.</p> <p>Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.</p> <p>Occasionally the post will be expected to work in the evenings, weekends and from other locations</p>

<p>Key Facts and Figures</p>
<p>Enable others to understand changes and developments in relevant area and learn new processes / procedures.</p> <p>Responsible for ensuring contractors / providers deliver to agreed standards.</p> <p>May manage project teams of both internal staff and external contractors / consultants</p>
<p>Resourcing</p>
<p>Budget Responsibilities: Delegated responsibility for staffing budgets up to £1 million and income budgets up to £20 million</p>

Supervisory Responsibilities: Reports to the Head of Housing Operations; Place Services.
 Has direct line management responsibility for 2 team leaders and overall responsibility for another 6 officers

Knowledge, Skills and Experience

Proven ability to lead & provide strategic vision and leadership.
 Proven ability to monitor performance and take remedial action to achieve targets.
 Ability to support and develop staff to achieve a high level of staff satisfaction.
 Proven ability to set and manage complex budgets, achieving excellent outcomes.
 Ability to review service delivery to achieve higher quality and best value; and demonstrate success
 Ability to communicate effectively to a broad range of stakeholders.
 Ability to write complex correspondence and reports
 High level of IT skills working with a data base and software applications to produce presentational material and reports effectively.
 Detailed knowledge of relevant legislation, guidance and caselaw, and knowledge of the broader housing environment
 Extensive experience of leading teams and/or services to deliver outcomes in a customer focused environment
 Experience of change management and delivering and sustaining large-scale improvements in public-facing services
 Highly developed communication, negotiating, leadership and motivational skills

Indicative Qualifications

Educated to degree standard or equivalent
 Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.