


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	Development Manager
Department:	Customer Services
Reports to:	Housing Officer
Band:	H
Date:	May 2016



Purpose of Job

To provide a high quality housing management service to customers on the development/s managed in accordance with the Association policies, practice and quality standards.

Main duties and responsibilities

1. Performance Management

- 1.1. To work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 1.2. To operate within the Enhanced Housing Strategic Business Unit (SBU).
- 1.3. To deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.
- 1.4. To analyse work and produce action plans where performance improvement is required.

2. Housing Management

- 2.1. To provide information and advice to customers, prospective customers and others regarding Hanover's housing management services.
- 2.2. To welcome new customers and assist them to settle into their homes.
- 2.3. To act as a facilitator to ensure customers receive support services and advice they require from external agencies.
- 2.4. To offer advice and support to customers and/or their families when a property is being terminated.
- 2.5. To undertake routine housing management duties.

3. General Management

- 3.1. To be line manager of the Cleaner(s) who reports to the post holder.
- 3.2. To ensure high standards of cleaning are maintained.

- 3.3. Receive and respond to enquiries/complaints from customers and any other persons, recording and escalating issues where necessary to senior staff.
- 3.4. To ensure that the Communal Television Licence is renewed on time, and records are kept up-to-date.
- 3.5. Be aware of the content and comply with Association policies and procedures applicable to the post.
- 3.6. To maintain accurate records in accordance with good practice and Data Protection legislation.
- 3.7. To assist and share knowledge and experience with other staff as required.
- 3.8. To manage a petty cash float and administer payments for use of the guest room.

4. Property Repair and Maintenance

- 4.1. Log day to day repairs relating to the development and monitor the progress of repairs to ensure they are completed on time and to an acceptable quality.
- 4.2. Authorise expenditure as set within your designated authorisation level.
- 4.3. To respond to property related emergency calls and deal with these accordingly.
- 4.4. To arrange for contractors in event of emergency breakdown to lifts, boilers, power utilities, etc.
- 4.5. To be the first point of contact on the development for all contractors relating to maintenance, refurbishment and services works.
- 4.6. To be familiar with the systems and equipment within the development and to carry out and record required checks and testing.
- 4.7. To carry out daily checks and other inspections of properties, before, during and at termination of occupancy and action any required works.
- 4.8. To regularly inspect the development, reporting on conditions of the building including any machinery and utilities.
- 4.9. To assist during development upgrades liaising with appropriate staff on the progress and performance of contractors.
- 4.10. To monitor and maintain development safety and security, reporting any incidents to customers by undertaking regular visits to customers.
- 4.11. To be responsible for health and safety issues relating to the building and staff, liaising with appropriate staff where defects/issues arise.
- 4.12. To undertake health and safety and property related risk assessments, reporting significant risks and defects.
- 4.13. To monitor energy use regularly and report communal meter readings.

5. Customer engagement

- 5.1. To encourage the formation and support the ongoing operation of customers groups and promote customer's participation in them.
- 5.2. To encourage customers to take part in social activities.
- 5.3. To encourage customers' access to services of local community groups.

6. Emergencies

- 6.1. To provide appropriate assistance in emergencies.
- 6.2. To liaise with customers, families and others in event of emergencies and their aftermath.

7. Communal Facilities

- 7.1. Provide information and advice relating to use of development facilities and availability to local services and organisations.
- 7.2. Promote use of the communal facilities and manage their use.
- 7.3. Encourage local integration with the community by involving relatives, friends and the wider community with the customers on development.

8. General

- 8.1. To undertake other duties as reasonably required.

Footnote

The term 'customer' means any person to whom we provide a service. In the case of Development Manager customers will include: people who apply to stay or stay in our houses; customers' families or friends; staff from external agencies with whom we work etc.

Staff Reporting to Postholder

A Cleaner will normally be employed.

Job Context and Other Relevant Information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Post holder

Person Specification

Job Title: Development Manager

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Be able to foster an environment based on respect and confidentiality where customers' independence and choice are promoted to the fullest extent possible. 	Essential
<ul style="list-style-type: none"> • Have a sound knowledge of housing management services' preferably involving retired persons and their accommodation. 	Essential
<ul style="list-style-type: none"> • Be able to demonstrate an understanding of the services provided by statutory agencies. 	Essential
<ul style="list-style-type: none"> • Be able to develop and maintain a professional working relationships with customers' and families appreciating customers' physical and emotional needs. 	Essential
<ul style="list-style-type: none"> • Be able to demonstrate a working knowledge of welfare benefits system. 	Essential
<ul style="list-style-type: none"> • Be accountable for the quality of your work, taking responsibility for maintaining and improving your knowledge and skills. 	Essential
<ul style="list-style-type: none"> • Must be able to demonstrate excellent administrative skills. 	Essential
<ul style="list-style-type: none"> • Be able to operate in a working environment where it is the norm to match job performance to practice standards. 	Essential
<ul style="list-style-type: none"> • The ability to develop and maintain professional relationships with contractors' external agencies monitoring performance and target times through to conclusion. 	Essential
<ul style="list-style-type: none"> • Ability to demonstrate that you can maintain professional relationships with local community groups and retain up to date information. 	Essential
<ul style="list-style-type: none"> • Demonstrate the ability to motivate and encourage customers' independence to organise social activities. 	Essential
<ul style="list-style-type: none"> • Always willing to work within a greater degree of flexibility if requested to do so. 	Essential
<ul style="list-style-type: none"> • Be able to prioritise a varied workload, manage work time effectively to deliver a good quality housing management service. 	Essential
<ul style="list-style-type: none"> • Basic IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet 	Essential
<ul style="list-style-type: none"> • Able to manage staff and their performance to deliver high 	Essential

quality services to customers.	
<ul style="list-style-type: none"> Basic skills in health and safety including identification and reporting of hazards and minimizing risks. 	Essential

2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> 2 years experience of applying the above skills in a housing management setting or equivalent role. 	Essential
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> Good standard of general education i.e. minimum of Standard Grade C or equivalent National Standards in Maths and English 	Essential
<ul style="list-style-type: none"> Hold or be able to obtain Emergency First Aid Certificate. 	Essential

4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> Able to work on own initiative and with limited supervision in role carried out at distance from line management. 	Essential
<ul style="list-style-type: none"> Empathy and appropriate professional conduct/ detachment in working with potentially vulnerable clients. 	Essential

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice.	Essential
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Core Competencies		
Customer focus	Customer focus is the commitment to putting customers first and deliver a consistently high quality service	Essential
Working effectively with others	Work co-operatively with colleagues, internal and external customers to deliver services. Treats others with respect. Shares ideas, knowledge, skills and resources.	Essential Essential

Communicating Clearly	Effectively communicates appropriate information and knowledge appropriate to the customer needs	Essential
Dealing with Change	Continues to work effectively despite changes to tasks, roles, customers and the environment. Is positive, adaptable and flexible to change and supports others through the process	Essential
Taking Personal and Corporate Responsibility	Demonstrates understanding of and commitment to the organisation and its vision and values. Takes responsibility for own behaviour within Hanover's values	Essential
Delivering Results	Delivering the required high quality services and results within the agreed timescale. Being creative and practical in developing new ways of working to achieve outcomes.	Essential

Date: 27/02/2015