

## **Home Improvement Team**

### **Team Leader Home Improvements Job Description and Person Specification**

**May 2024**

## Job Description

<b>Job Title:</b>	Team Leader Home Improvements
<b>Department:</b>	Civic Pride
<b>Function:</b>	Community Protection and Licensing
<b>Team:</b>	Home Improvement
<b>Post number:</b>	004898
<b>Grade:</b>	LBR14
<b>Hours/weeks:</b> <i>E.g. 36 hours/52.14 weeks</i>	36 hours per week (Full time)
<b>Base location:</b>	Lynton House, (hybrid working)
<b>Reports to:</b> <i>Job title</i>	Group Manager, Environmental Health and Home Improvements
<b>Responsible for:</b> <i>Job titles of direct reports</i>	Direct Line Management of up to;  1x Senior Home Improvement Officer 1x Senior Occupational Therapist 1x Empty Properties Officer 3x Home Improvement Officers 2x Case Management Officers 1x Project Officer (Energy Efficiency Lead) 1x Apprentice

<p><b>Role purpose and role dimensions:</b> <i>Overview of the job</i></p>	<p>The overall purpose of the job is to assist in delivering an excellent Home Improvement service by managing staff and budgets and co-ordinating projects, assisting in developing the service, improving delivery systems, monitoring progress and providing performance reports, promoting the Environmental Health group representing its services at meetings, liaising with partners (both internal and deputising for the Group Manager).</p> <p>To be responsible for the development and delivery of the housing renewals policy</p> <p>Fundamental to fulfilling the responsibilities of this post is a requirement to possess substantial knowledge of the issues faced by vulnerable people in making choices in relation to their home.</p> <p>The post holder needs to be able to respond flexibly, positively and successfully to the ever-changing pressures that local authorities face.</p> <p>To oversee the management of the day-to-day operations of schemes introduced to assist our clients such as the Handyman scheme, including providing regular monitoring reports.</p> <p>To develop and monitor; Service Level Agreements (SLAs) , Memorandums of understanding (MOUs) and Contracts with external agencies ensuring they remain value for money.</p> <p>This Job Description is a guide to the level and range of responsibilities the post-holder will be expected to undertake initially. It is neither exhaustive nor inclusive and may change from time to time to meet changing circumstances and demands.</p>
<p><b>Key external contacts:</b> <i>Organisations</i></p>	<p>External adaptation providers Builders and contractors Contract administrators Foundations Ferrett software provider Civica APP or equivalent database software providers Neighbouring Councils</p>
<p><b>Key internal contacts:</b> <i>Job titles or groups of staff</i></p>	<p>Occupational Therapists in the Children’s Trust and Adult Social services.</p>
<p><b>Financial dimensions:</b> <i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<p>Approving and authorising spend up to agreed limits of £100k.</p> <p>Responsibility for ensuring all approvals and spend is recorded on the database and to alert the Group Manager to any predicted over or under spends.</p> <p>Regularly reconcile financial information on Civica (database) and Agresso (financial software).</p> <p>To monitor all charges made by the service to ensure that income and cost recovery is maximised.</p>
<p><b>Key areas for decision making:</b></p>	<p>Making decisions related to committing substantial capital resources.</p>

<b>Other considerations:</b> <i>E.g. working patterns</i>	May be required to attend evening meetings if needed
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<b>Key accountabilities and result areas:</b>	<b>Key elements:</b>
<b>Staff Management</b>	<p><b>This will involve:</b></p> <p>Effectively managing staff within the Team in such a way that high quality services are delivered by a motivated workforce committed to a customer focused approach, ensuring that appropriate and adequate staff cover is maintained at all times.</p> <p>To support the Council's employee communication systems and thus hold sufficiently regular Team Meetings to appraise Team Members on current corporate and operational issues and receive feedback on individual/collective matters of interest.</p> <p>To deputise for the Group Manager in delivering staff briefings.</p> <p>To carry out appraisals and provide regular support and supervision to directly managed staff, apply effective performance management to meet agreed team service plan objectives, initiate corrective action where necessary and implement the Council's Capability Procedure.</p> <p>To recognise the diversity of the workforce and ensure that equality of opportunity is promoted and implemented within the Team environment.</p> <p>To be directly responsible for the recruitment, induction, supervision, management, training and development of Team Members.</p> <p>Managing health and safety and welfare within the work environment to ensure the safety of staff, customers and others. Included in this role is the responsibility for safe systems of work, risk assessments and safety audits within the Team environment.</p> <p>To contribute to the development of the group training plan by reviewing team and individual training needs, as part of the appraisal scheme.</p> <p>To manage and implement the Council's disciplinary, grievance, absence monitoring and other Council procedures relating to staff within the Team.</p> <p>To manage contractors and agency staff in order to deliver best value services.</p>
<b>Development of Policies and Procedures</b>	<p><b>This will involve:</b></p> <p>In consultation with the Group Manager to critically review and develop all processes and procedures to ensure they meet the current and predicted demands from our customers and comply with the legislation and good practice.</p> <p>To oversee the Housing Assistance Financial Assistance processes and procedures ensuring they are robust and comply with legal requirements.</p> <p>Provide accurate information used for benchmarking to ensure Redbridge benefits from excellence found in other local authorities.</p> <p>To develop and monitor procedures and processes for the engagement of external OTs.</p>

## Service Delivery and Development

### **This will involve:**

Being responsible for the day-to-day management and development of the Housing Home Improvement Team. This will require innovative and original thinking and imaginative solutions and will involve personally recommending and advising on the development, implementation and review of policy, and participating in decisions of a complex nature.

To take overall responsibility for the implementation of the Housing Renewals Policy including Disabled Facilities, Empty Property, Repairs and Energy Efficiency Grants.

This will require keeping abreast of changes to legislation and ensuring the Team is ready to implement any changes.

Liaise with external partners to ensure that we support their services to benefit our clients where possible.

Implementing action plans in response to audit reports and ensure the required corrective action is applied within the agreed timescales.

Contributing to the Service Area Plan and Medium Term Planning process by identifying both local and individual targets and performance indicators and determining pressures for change and opportunities for improving efficiency and effectiveness, through the use of processes such as benchmarking, consultation and by seeking and promoting best practice within the Team.

Respond to customer complaints, Member and Councillor enquiries in relation to financial assistance. Preparing responses to Ombudsman enquiries.

To submit on time all statutory returns in relation to the Team's functions and ensuring they are accurate.

Ensure the liabilities are assessed and controls in place to protect the Council against financial and reputational risks associated with Financial Assistance and Project Management services and where we act as contract administrators.

To continually look at ways of joint working with other teams within the Housing service or wider Council to support the strategic objectives of the Council.

Liaising with Adult and Childrens Social service teams to monitor the number of referrals for a Disabled Facilities Grant and alert the Group Manager to any potential pressures on resources.

To write reports, often of a complex or confidential nature, and briefing notes on policy and operational issues.

Manage the most complex and highly contentious cases through to completion.

The post holder may also be called upon to deputise for the Group Manager and assist with the overall management of the team.

<b>Project Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ To be responsible for the completion of allocated projects, including the development and maintenance of project timetables, ensuring that project tasks are completed on time, and delays or difficulties are addressed as necessary.</li> <li>▪ To lead or positively contribute to the work of corporate project teams when requested.</li> </ul>
<b>Contract Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Monitoring contracts such as the Handyperson scheme to ensure that the conditions are met and that the contractor delivers to its obligations.</li> <li>▪ Being responsible for developing contracts with external service providers where it is value for money.</li> </ul>
<b>Budget Management</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Regular monitoring of the capital spend to ensure the budget is fully spent year on year.</li> <li>▪ Responsible for revenue budgets ensuring they are properly profiled and monitored to achieve a balanced position at the end of the financial year.</li> <li>▪ Ensuring all commitments are recorded and taken into account when budget planning.</li> </ul>
<b>General accountabilities and responsibilities</b>	
<b>Green Statement</b>	<p><b>This will involve:</b></p> <p>Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</p>
<b>Data Protection/Confidentiality</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul>
<b>Conduct and Whistleblowing</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>

<b>Safer Working</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>
<b>Equalities</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul>
<b>Customer Care</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>
<b>Health and Safety</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>
<b>To contribute as an effective and collaborative member of the team</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>▪ Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>▪ Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>
<b>Flexibility</b>	<p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>

## Person Specification

<b>Job Title:</b>	Home Improvement Team Leader		
	<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>	A - I - T	Weighting
<b>Minimum education/ qualifications:</b>	Educated to degree level or an equivalent academic or professional qualification.	A	3
	Evidence of Continuous Professional Development	A	3
<b>Minimum experience/ knowledge/ skills:</b>	Extensive experience of delivering adaptations and home improvement services to vulnerable people within a Local Authority environment.	A-I	3
	Experience of managing contracts.	A-I	2
	Knowledge of the legislation governing local authority funded adaptations and home improvements.	A-I	3
	Knowledge of the legislation related to enforcement of Housing Standards including knowledge of HHSRS.	A-I	2
	Substantial knowledge of APP Civica database or equivalent databases and the ability to develop it so that all work activities are captured and can be reported on.	A-I	2
	Substantial experience of monitoring capital budgets.	A	3
	Experience of working in a highly pressured environment and the ability to work to tight deadlines and flexibly.	A-I	3
	High level of attention to detail and accuracy.	A-I	3
Significant experience in the effective management of people, resources and assets so as to deliver service outcomes against agreed targets and timescales.	A-I	3	
<b>Minimum competencies:</b> Customer focus	High level of communication and customer care skills.	A-I	3
Communicating and influencing	High level of negotiation skills and the ability to defuse conflict situations and to Act as arbiter where relationships have broken down between our clients and a contractor.	A-I	2
Building relationships, working together and in partnership	Able to work with internal partners to ensure Redbridge residents get value for money for any adaptations and home improvements.	A	3
Respecting & implementing diversity	Ability to recognise the diversity and needs of our customers and be able to recommend service improvements to meet their needs.	A	3
Planning, organising & achieving results	Ability to manage and prioritise workload and to work unsupervised.	A	3



Embracing change	Able to identify opportunities in a constantly changing environment.	A	2
<b>Signature of Employee:</b>	<b>Name:</b>	<b>Date:</b>	