

ROYAL BOROUGH OF GREENWICH

Person Specification



Job Title	Disability & Home Improvement Service Manager
Grade	PO9
Service/Section	Disability and Home Improvement Team
Directorate	Housing and Safer Communities

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/ Desirable
Knowledge		
- Comprehensive knowledge of disability adaptations, home improvement services, Disabled Facilities Grants, housing legislation and relevant social care functions.	AF/I/T	E
- Knowledge of safeguarding, governance, procurement, contract management, financial management, regulatory compliance and partnership working.	AF/I/T	D
- Understanding of integrated housing, health and social care systems and current policy developments affecting vulnerable residents.	AF/I/T	E
- Thorough understanding of professional conduct, competence requirements and customer-focused service delivery standards.	AF/I/T	D
Skills and Abilities		
- Strong strategic leadership with the ability to drive service improvement, performance and innovation.	AF/I/T	E
- Ability to lead and develop multidisciplinary teams, manage organisational change and deliver high-quality customer services.	AF/I/T	D
- Excellent budget, contract, commissioning and resource management skills.	AF/I/T	E
- Excellent communication, negotiation, influencing and report-writing skills, including advising Members, senior leaders and stakeholders.	AF/I/T	D
- Ability to manage complex, sensitive and politically significant cases, complaints and operational challenges.	AF/I/T	D
Experience		
- Significant experience managing housing, disability, home improvement or related public services in the last 2 years.	AF/I/T	E
- Experience leading staff, budgets, contracts, partnerships and large-scale service delivery functions.	AF/I/T	D

- Experience of delivering service transformation, performance improvement and statutory compliance. - Experience managing complex complaints, safeguarding issues and high-risk casework. - Experience working effectively with housing, health, social care and external partner organisations.	AF/I/T	D
	AF/I/T	D
	AF/I/T	E
Equal Opportunities		
- Understanding of and commitment to the Council's equal opportunities policies and ability to put them into practice in the context of this post.	AF/I	E
Managers/Supervisors only		
- Leadership levels I, II or III - Communication levels I, II or III - Performance Management levels I, II or III	II	