

GREENWICH COUNCIL

JOB DESCRIPTION

DIRECTORATE: HOUSING SERVICES

SECTION: DISABILITY & HOME IMPROVEMENT TEAM GRADE: P03

DESIGNATION: Senior Home Improvement Officer

REPORTING TO: Home Improvement Manager

DUTIES OF POST

GENERALLY

To be responsible to the Home Improvement Manager for;

1. The management of a team of Home Improvement Assistants and other relevant staff.
2. The day-to-day management of the Greenwich Handyperson Service and associated staff including responsibility for the procurement of vehicles, equipment, tools and materials.
3. Undertake activities to proactively identify empty domestic properties and bring them back into use.
4. Assisting with the management of the Council Home Improvement and Housing Procurement Services, so as efficiently deliver advice, casework and the administration of all private sector grants and loans [to homeowners, Registered Social Landlords & private sector landlords] and also adaptations to public sector property and the Housing Procurement Service.
5. Management of up to 10 directly managed staff.

SPECIFICALLY

1. Carrying out the full range of managerial duties in relation to the allocated staff including; planning, allocating and monitoring of workloads, day-to-day supervision, performance management, staff development and training, ensuring that complex and high risk cases are drawn to the attention of the Home Improvement Manager.
2. Assist the Home Improvement Manager with the development, implementation and monitoring of policies and procedures relating to private sector housing and associated policies and procedures in respect of the staff and functions under the responsibility of the post holder. To include the development of new policies, products and services.

3. Assist the Home Improvement Manager to monitor and manage capital, revenue and general fund budgets under the responsibility of the Disability and Home Improvement Team so as to ensure commitment and expenditure are in line with agreed budgets, managing income and charges, reporting any variations, ensuring compliance with financial and other procedures and to achieve value for money, including making recommendations to senior managers regarding the annual budgetary requirements.
4. To authorise orders and invoices for goods and services within agreed financial limits, in relation to public and private sector renewal capital, revenue and general funded works, supplies and services.
5. Assist the Home Improvement Manager in the day-to-day management of service budgets, ensuring that orders and payments are properly authorised, accurately recorded and monitored, and that resources are effectively managed within budget limits. To assist with the development of actions to limit, maintain or increase commitment, expenditure or income as appropriate. To produce statistical information to allow the effective management of budgets, performance indicators and other outputs. To be responsible for meeting service performance targets, reporting reasons for missing targets and recommending actions to address under performance.
6. Assist the Home Improvement Manager with the development, implementation and monitoring of financial procedures in relation to private sector home improvement activities, public sector adaptations and handyperson services. To include monitoring of financial expenditure and commitment[s], management and monitoring of customer charges, contractor rotation list[s], processing, checking and authorising of payments, managing processes for grant/loan approvals and repayments and ordering of related goods and services.
7. To assist with departmental end-of-year reconciliation of expenditure on all private sector grant/loan budgets and final submission of documents to government. To assist the Home Improvement Manager and Principal Building Surveyor with the reconciliation of all public sector budgets.
8. Assist with the management of the compliance process for yearly grant/loan checks; breaches of conditions. To progress necessary repayments of grants/loans and liaise with the legal section, under the direction of the Home Improvement Manager, as necessary.
9. To assist with the development, implementation, maintenance and monitoring of effective procedures to combat fraud and to support the Home Improvement Manager to bring prosecutions where appropriate. To assist with the management of a system for selecting contractors for private sector works in consultation with and on behalf of the Principal Building Surveyor.
10. To ensure that procedures to combat fraud are fully implemented. To liaise with the Home Improvement Manager with respect to the administration of selecting contractors for private sector works.

11. To carry out the full range of Home Improvement Casework duties in relation to major/complex cases, as allocated by the Home Improvement Manager. Such tasks shall fully include, but need not be limited to those ordinarily undertaken by Home Improvement Officers.
12. To manage and prioritise an allocated caseload, identifying and reducing/managing risks, exploring the most effective method of progressing cases and co-ordinating with other stakeholders, as appropriate.
13. Advising on Council policy in relation to disabled adaptations, private sector renewal, empty properties, repairs and maintenance, handyperson services and any other associated services. To provide expert advice on private sector renewal issues to colleagues and senior managers. Also, to advise on assistance that may be available via other organisations, such as Central Government or energy providers.
14. To assist the Home Improvement Manager to project manage private sector housing renewal budgets to ensure successful delivery of the desired outcome; develop project briefs, programmes and expenditure profiles; prepare and maintain project risk registers; monitor and report on project finances and expenditure profiles and provide reports and updates to senior managers as required.
15. To approve [or refuse] and sign-off; financial negotiations with landlords within predetermined limits; applications for private sector grants and loans, exercising discretion in line with approved policies to deal with exceptional circumstances as appropriate.
16. To be responsible for the day-to-day procurement and management of appropriate vehicles, equipment, tools and materials for the handyperson service and to ensure that effective systems are used for the ordering and storage of materials, tools and personal protective equipment for this service. To ensure that sufficient stock is in place to manage the service.
17. To assist the Home Improvement Manager as systems administrator for all electronic databases; casework and financial, within the responsibility of the Disability and Home Improvement Team. To ensure that data entry requirements meet the needs of the service, that updates are loaded, as appropriate, and users are trained. To ensure that the system is able to produce required management information reports. To assist with the management and development of the database so as to respond to changing needs.
18. To work with colleagues to manage service user demand for services under the responsibility of the post holder. To review waiting lists and priorities in order to deliver the service in a timely and efficient manner.
19. To prepare written and verbal reports on areas in relation to the post holder's responsibility. To provide reports and updates to senior managers as required. To deal with correspondence, complaints and enquiries, in particular from elected members, MPs, senior officers, residents and members of the public.

20. To make good and proper use of the Council IT systems, entering and retrieving information accurately and appropriately. To maintain current accurate files and records of all casework and other projects using computerised ordering, recording and project management systems.
21. To participate in the development and implementation of policy and procedures, identifying areas for improvement and making recommendations as appropriate. To assist in the development of new policies, procedures, projects and initiatives as requested by the Service Manager closely working with other Directorates, sections and outside agencies.
22. To maintain continuing professional development, keeping up-to-date on developments in services, legislation, regulations and other matters relevant to the post holder's area of responsibility. To ensure that relevant information is disseminated to staff. To ensure that best value is obtained in terms of products and services utilised by the team by carrying out research and evaluation on available options.
23. To carry out all duties with due regard to the provisions of Health and Safety Regulations and in line with the Council's Equal Opportunities and Customer Care Policies and the New Technology Agreement.
24. To ensure that good relations are maintained with all associated departments and organisations, organising and attending regular meetings and responding to requests for information and complaints promptly.
25. To ensure that effective cover arrangements are maintained for the post holder's workload in their absence and to provide cover within any area of the team, commensurate with the post holder's level of responsibility and to provide advice and support to all team members if requested.
26. To support staff with complex casework, assist them to find solutions to complex issues and deal with service user complaints, giving clear guidance.
27. To provide effective leadership in line with the Council's Management Standards by providing a clear sense of direction, fostering a climate of dignity and respect and finding ways to ensure continuous service development and improvement.
28. To contribute to the recruitment, induction, deployment, training and development of all posts / staff under the management of the Home Improvement Manager and also to actively contribute to general recruitment and staff induction and training within the service.
29. To organise and undertake marketing initiatives and assist with the organisation and attend and/or conduct meetings, conferences, training/information sessions and presentations as required. To amend/update the team website as required.
30. Ensure excellent and customer focused service performance in line with the Council's Management Standards through effective staff management, service planning, deployment of resources and building capacity for improvement.

31. Ensure effective and pro-active two way communication with employees in line with the Council's Management Standards through engagement with stakeholders to support continuous service delivery.
32. To deputise for the Home Improvement Manager, as required. To undertake any other duties and activities commensurate with the level and general nature of the duties of the post, including reporting any identified matters requiring action by other Council officers.

SIGNATURES

Originator.....

Post holder.....

Date.....