

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: DIRECTORATE OF HOUSING and SAFER COMMUNITIES

POSTHOLDER: **GRADE:** PO9

SECTION: Disability & Home Improvement Service

POST DESIGNATION (TITLE): Disability and Home Improvement Service Manager

REPORTS TO: Head of Housing Inclusion and Support Services

Purpose of Job

1. To be responsible for the management of all the functions undertaken by the Disability & Home Improvement Service including major disabled adaptations, private sector home improvement agency services, private sector renewal, handyperson services, private sector empty properties and the housing occupational therapy service. Leading a team of approximately 50 staff
2. To implement new legislative requirements and service improvements to ensure the council meets its statutory duties and take the lead in developing and implementing strategies and policies in relation to disability and home improvement services.
3. To work in close partnership with Commissioners, Housing colleagues, Children's and Adults Social Care, and health partner organisations to ensure adaptations, home improvement and equipment services are planned and delivered in an integrated way across the housing and care system

Main duties

1. Lead the strategic development, implementation and review of policies, procedures and service plans for Disability and Home Improvement Services, including cross-cutting policies affecting housing, social care and related services.
2. Act as the Council's lead officer for Disability and Home Improvement Services, providing strategic direction, service planning and operational oversight.

3. Drive continuous service improvement and innovation, using performance frameworks, benchmarking, audit findings and customer feedback to improve outcomes.
4. Provide overall leadership and management of the service, including workforce planning, recruitment, performance management, staff development, training, succession planning and effective service cover arrangements.
5. Set, monitor and achieve service performance standards, targets and statutory requirements, ensuring effective reporting and accountability.
6. Develop and maintain service structures, policies and operational practices to ensure compliance with legislation, safeguarding requirements, professional standards and best practice.
7. Manage all service budgets, capital programmes and financial resources, including revenue, General Fund and grant funding, ensuring effective financial control and value for money.
8. Lead the procurement, commissioning and contract management of technical and specialist services, ensuring compliance with procurement and contract regulations.
9. Oversee the delivery of adaptations, Disabled Facilities Grants, loans, private sector renewal and home improvement services, ensuring robust systems for approvals, payments and legal compliance.
10. Manage agency project management and technical services, safeguarding the interests of residents and the Council while ensuring legal, regulatory and financial compliance.
11. Provide professional leadership and support to specialist staff, including surveyors and occupational therapists, promoting continuous professional development and compliance with professional body requirements.

12. Represent the service internally and externally, including with Members, senior leaders, regional and national partners, maintaining effective stakeholder relationships and partnerships.
13. Lead partnership working, service level agreements and contractual arrangements across internal and external organisations, negotiating terms and influencing strategic developments on behalf of the Council.
14. Oversee the coordinated delivery of major adaptations programmes, including close collaboration with lift services and contractors to ensure timely installation of specialist equipment.
15. Ensure high-quality management of enquiries, complaints and Member/MP correspondence, using learning from cases to improve services and procedures.
16. Personally manage complex, sensitive and high-profile cases and complaints, including safeguarding concerns, disputed eligibility decisions and matters with significant legal, political or reputational implications.
17. Provide specialist advice, reports, briefings, guidance and training to staff, senior managers, elected members and partner organisations on complex service issues.
18. Maintain accurate records, performance data and anti-fraud controls, ensuring compliance with statutory, regulatory and corporate requirements, and undertake employee investigations and appeals as required.
19. Contribute to the strategic planning of housing, adaptations and equipment services across health and social care systems, ensuring alignment with Better Care Fund, DFG, ICS and social care priorities while managing competing statutory demands and protecting vulnerable residents.
20. Maintain professional competence and regulatory compliance, including relevant qualifications, health and safety, data protection, equality duties and customer care standards; deputise for the Head of Housing Inclusion and Support Services and undertake other duties appropriate to the role.

21. To deputise for the Head of Housing Inclusion and Support Services as required. To undertake any other work appropriate to the level and general nature of the duties of the post, including reporting any identified matters requiring action by other council officers

Designation of post to which postholder normally reports: Head of HISS