

Policy and Resources (Vacancy Monitoring) Sub-Committee

Request to Fill a Vacancy Graded NLC12 and Above

Service: Housing & Social Work Services	Division: Housing Services
Section:	Post: Area Manager
Grade: NLC15	Current Salary Scale: £ £ 42,474-£47,631
Date vacancy occurred: 17 May, 2010	
Reason for vacancy:	
<p>The vacancy arose due to the previous postholder achieving promotion to the post of Operations Manager effective from 17 May, 2010.</p>	
What are the consequences of not filling this post?	
<p>North Lanarkshire Council is the largest landlord in Scotland, the Property Manager plays a key role in delivery of services to tenants, residents and other service users. The revised structure agreed by Committee in May 2008 took account of the significance of this role in shaping and delivering services.</p> <p>The restructure proposals set out a vision for service delivery which is fit for purpose whilst at the same time creating a significant efficiency saving (plus £300k) and reduction of 21 posts. The restructure implementation builds on a strong track record of achievement in line with Service and People First agenda.</p> <p>This post is responsible for the delivery of locally based Housing Services including – Homelessness, sheltered housing, anti social behaviour, temporary accommodation, support, lettings, income maximisation.</p> <p>Consequences of not filling the post includes significant risks associated with a failure to meet overall objectives of the staffing review and significant regulatory and legislative challenges including:</p> <ul style="list-style-type: none"> - SPI/KPI Performance improvements required in advance of risk based inspection - Inconsistency in service delivery . - Significant focus required to reshape service delivery covering Homelessness, Sustainability and Prevention in advance of 2012 abolition of Priority Need. - Regulatory Framework, imminent risk based inspection, Assurance and Improvement Plan - Legislative Change – New Housing Bill/Green Paper - SHQS delivery by 2015 - Public Protection Agenda - Dilution of Service Delivery/Securing Best Value in Service Delivery 	

What alternatives to filling the post have been considered and why is it considered that these alternatives are not appropriate?

The following documents are enclosed with this form:

(✓)

1. Job Description

(✓)

2. Organisational Chart (detailing location of post in structure and including number of posts at same level)

(✓)

I confirm that, for the reasons set out above, that the filling of this vacancy is considered essential.

Signature

Executive Director:

Mary Coady

Date: 25/8/10.

Human Resources use:

Date of Vacancy Monitoring Sub-Committee _____

APPROVE / NOT APPROVE / CONTINUE

North Lanarkshire Council

Job Description

Service:	Housing and Social Work Services
Division:	Housing Services
Job Title:	Area Manager
Post Reference:	
Responsible to:	Operations Manager
Grade:	NLC15
Conditions of Service:	SJC

Job Outline:

The Area Manager is responsible to the Operations Manager for the effective and efficient delivery of a comprehensive range of housing management services for tenants and other persons in need of housing advice and support including homelessness, sheltered housing, anti-social behaviour, community safety and community wardens, temporary accommodation and the provision of support service for homeless people. The Area Manager will work closely with the Operations Manager and other locally delivered council and partner service providers to maximise the opportunity to provide a wide range of services on a locality basis. A key part of this role will be working with the Housing Services' senior management team to develop and deliver the housing improvement agenda and to contribute to the joint agenda of housing and social work.

Main Duties and Responsibilities:

Generic duties

1. To contribute to the strategic and operational management and delivery of specific service wide functions within Housing Services, proactively identifying proposals for service improvement and implementing procedures in relation to specific departmental priorities.
2. Undertake reviews and investigations along with the production of reports as appropriate in response to Ombudsman cases, official complaints, Members, MSP and MP Enquiries and Homelessness Reviews.
3. Assist the Operations Manager in the development of Housing Policy and in particular, the implementation and subsequent management of Housing legislation.
4. Undertake such duties and responsibilities as may be required in terms of the Health and Safety at Work, etc Act 1974.
5. Assist the Operations Manager in developing the knowledge, skills and experience of employees by identifying training needs through PRD's and implementing appropriate training to ensure that these needs are met.

6. Responsible for all personnel matters relating to employees' and for taking the appropriate action as laid down by the Council's Policy and Procedures.
7. Identify and lead on the development of opportunities for service improvement through partnership networking with other agencies
8. Develop and support Corporate Initiatives.
9. Produce Committee Reports, participate in the support of Committees and working groups of the Council as and when required and maintain a good working relationship with Councillors.
10. Represent the Council, as necessary, including attendance at conferences, seminars, meetings, public enquiries, appeal boards, tribunals and internal and external working groups.
11. Assist the Operations Manager and the Emergency Planning Team to respond to emergency situations and other major incidents within Housing Services.
12. Actively promote the equalities agenda.
13. Support development and maintenance of best practice in the field of child protection through compliance with organisational policy and procedure and national standards and through promotion of the child protection agenda.
14. Develop and maintain good effective working relationships with Trade Union representatives.
15. Contribute to Housing authority wide service delivery as a member of the Housing and Social Work Services' management team.
16. Identify efficiencies and bring forward proposals to make the housing service more efficient.
17. Undertake such delegated duties as may be decided by the Council and as may be required by the Executive Director of Housing and Social Work Services.
18. Deputise for the Operations Manager and other 4th tier managers as appropriate.

Specific tasks

1. Responsible for the effective delivery of quality Housing Management and Neighbourhood services through Area Offices, Satellite Offices, Concierge Stations, temporary accommodation and Sheltered Housing Complexes in accordance with Council's regulations, policies and other relevant legislation.
2. Ensure that all aspects of the operation of the Area office / Service Delivery points comply with Health & Safety regulations and the Council's Safety Policy.

3. Responsible for preparation of an annual Area Management Plan, which will review the needs, requirements and objectives for each service area, review performance over the past 12 months and set out to the Operations Manager a formal programme of key tasks and performance targets for all aspects of the service.
4. Monitor and continually strive to improve the performance of all functions, developing and reviewing Management Information Systems based on existing and future performance standards as set down by the Head of Housing Services, in conjunction with the Operations Manager and Quality and Performance Manager.
5. Efficient management of the Local Housing Services, pilot projects and any other new initiatives including the control, monitoring and provision of relevant financial and monitoring information for the preparation of annual capital and revenue estimate budgets and to shape future service delivery.
6. Prepare reports as required by the Operations Manager.
7. Initiate and implement changes required within the service to address the Housing Regulatory Framework and other regulatory regimes.
8. Lead role in promoting the development of Tenant Participation in the area to ensure that Tenant's Groups and other customers are properly consulted on all the various issues, which affect them and good working relationships are maintained with local groups.
9. Lead role in engaging with communities and local groups and ensuring appropriate arrangements are in place to regularly consult and obtain feedback from tenants and other service users to develop and improve service delivery.
10. Initiate effective neighbourhood management ensuring liaison and development of good working relationships with police and other local partners/groups.
11. Identify and co-ordinate Capital Programme priorities in conjunction with the Operations Manager and Development Manager.
12. Develop and maintain robust liaison and monitoring arrangement for external contractors delivering locally based services.
13. Continually improve recovery of rent arrears and authorise evictions within the area.
14. Improve void management in delegated area from initial point that it is known a house will become empty.
15. Assist the Property Services Manager with the maintenance and security of offices and temporary accommodation within the area.
16. Responsible for the provision, management and organisation of temporary accommodation, including occupancy levels, ensuring that appropriate, high quality, secure and safe accommodation is provided at all times.

17. Organise and implement, in accordance with Council policy, the processing of all applications for housing and related assessments, including those from persons reporting as homeless and dealing with any problems which may arise.
18. Ensure that all clients receive an assessment to measure individual needs, and that a tailored support package is made available by the Service to meet these individual needs. This will include commissioning support packages (in house and external) for homeless people.
19. Ensure that safe and appropriate accommodation is provided for all those in acute housing need, including Homeless Person, those threatened with homelessness, person needing care, Asylum Seekers, Rough Sleepers and Travelling Persons.
20. Ensure that occupancy & demand for temporary accommodation is continually monitored and develop appropriate provision in conjunction with the Operations Manager within context of the Local Housing Strategy.
21. Develop sheltered housing services for elderly people in conjunction with the Operations Manager and the Alert Community Alarm Service.
22. Proactively develop relationships and assist with initiatives involving internal and external partners to implement joint initiatives and improve local services.
23. Assist the Operations Manager to ensure that the Anti-Social Behaviour Teams provide an effective response to all residents within North Lanarkshire who have difficulties with anti-social neighbours and promote pro-active approach to dealing with all cases of anti-social behaviour in North Lanarkshire.
24. Responsible for deploying housing services resources with other Council services and partner agencies as a key player in the new community safety team.
25. Contribute on behalf of Housing Services to the local tasking and co-ordinating strategy based on the National Intelligence Model deployed by Strathclyde Police to identify risks, understand patterns and trends in community safety problems and to deploy resources to improve public safety.
26. Ensure compliance with Council Standing Orders and the financial regulations at all times.
27. Effectively manage budgets and account for the services and functions controlled within the specific council area.
28. Contribute to development and administration of Common Housing Register.
29. Carry out service reviews under the Best Value programme in conjunction with the Quality & Performance Manager and the Operations Manager to achieve continuous improvement in the financial and operational performance of the Area.
30. Ensure compliance with national accreditations such as IIP, Charter Mark and Customer Service Excellence.

NB. Some aspects of the post may involve evening or weekend work

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties. The outline is considered to provide a reasonable general description of the post.



STRUCTURE - OPERATIONS

