

**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: North Housing Office	Post: Service Delivery Manager (Locality Management)
Grade: NLC 12	Essential Qualification: SVQ Level 4/HND/degree or equivalent , SSSC registration
Date vacancy occurred: 24th December 2015	Current Salary Scale: £34,494 - £38,916

Reason for vacancy: Current Post Holder Retiring 24/12/2015

What are the consequences of not filling this post?

Locality management is an integral and essential part of the service delivered by the North Office and it is crucial that this is managed closely to achieve and monitor performance levels.

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

Alternatives considered relate to possible acting up arrangements but this would still leave a management shortfall across the service at least at SDC level with a consequent chain of effects. Both the functional and geographical distribution of services make it impossible to effectively co-ordinate a dual role.

In view of the range of pressures involved with the Locality post concerning Arrears and anti-social behaviour it is imperative that an effective and experienced manager is in post. The post is also essential to managerial coverage across the North area in view of the dispersal of three busy FSS in Moodiesburn, Cumbernauld, and Kilsyth.

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:



Date:

9 October, 2015

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:	Service Delivery Manager (Operations)
Post Reference:	
Responsible to:	Area Manager
Grade:	NLC12
Conditions of Service:	SJC

Job Outline:

You will be responsible to the Area Manager for the delivery of advice and housing services to a wide client group including tenants from local authorities, Registered Social Landlords and home owners via the Area Office. Specifically service delivery will include estate services, rent arrears prevention and recovery, homelessness, dealing with anti-social behaviour, allocations and related administration functions. You will also be operationally responsible for a range of regulated services including sheltered housing, temporary accommodation and housing support. The post will also deputise for the Area Manager as required.

Main Duties and Responsibilities:

Generic Duties

1. Ensure effective delivery of specific service wide functions within Housing Services.
2. Implement the provisions of the Housing (Scotland) Act 2001 and other relevant legislation.
3. Contribute to the development of Housing strategy, quality of service and performance and manage compliance of service delivery consistent with these. Assist in service development and overall area regeneration in conjunction with partners and other agencies.
4. Supervise and manage staff, developing a team approach to the delivery of housing services.
5. To ensure the implementation of effective supervision and workload management arrangements for all staff and to provide supervision to and management of relevant staff.
6. Assist in the monitoring of the Area Office budgets for Housing Services.
7. Contribute to development of Area Office Initiatives and Service Plan projects.
8. Prepare training plans/programmes for any aspect of service delivery highlighted through PRDs.

9. Contribute, in conjunction with the Operations/Area Manager, to the development of efficient government. Contribute to the implementation of improvements required within the service identified within the Single Regulatory Framework, Care Commission, and other regulatory regimes. Ensure compliance with national accreditations such as IIP and Chartermark.
10. Deal with all correspondence, including complaints and Ombudsman enquiries as required, in accordance with agreed service standards.
11. Provide reports to the Operations/Area Manager on any aspect of service delivery.
12. Participate in training courses as required.
13. Represent the service as required at tenants' meetings, external events, committees of the Council and other events, e.g. tribunals, appeals, etc.
14. Be responsible for all personnel matters relating to employees and for taking any appropriate action as laid down by the Council's Policy and Procedures.
15. Undertake such duties as may be required in terms of the Health and Safety at Work Act 1974 and other safety legislation.
16. Deputise for Area Manager and other Service Delivery Managers as required.
17. Ensure compliance with Council Standing Orders and Financial Regulations at all times.
18. Actively promote the equalities agenda.
19. Ensure compliance with organisational policy and procedure in relation to child protection and vulnerable adults.
20. Assist in maintaining robust liaison and monitoring arrangements for external contractors delivering locally based services.
21. 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.

Locality Management

1. Manage all aspects of estate services functions to ensure that these are being performed satisfactorily and in accordance with Council policy, service procedures and all relevant legislation.
2. Oversee the service provided by Estate Officers to ensure that is optimised.
3. Assist the Operations/Area Manager in ensuring that there is an effective response to all residents in the North Lanarkshire community who have difficulty with anti-social behaviour and neighbour disputes.

The job description is intended to provide an outline of the post of Service Delivery Manager. It should be noted that the contents may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and that you may be required, on occasion, to carry out other such duties as may be allocated by the Executive Director of Housing and Social Work, but which would be in general context of the duties outlined above.

Head of Housing Services NLC12 & Above Structure Chart – (Cumbernauld (North) Housing)

