

Role profile

Here's more about the job!

Role/s	Housing Services Manager	Date Prepared	October 2021
---------------	--------------------------	----------------------	--------------

Your Team

The Housing Initiatives team are responsible for developing and delivering core business functions within a multi-million-pound modern, People and Values led Housing Service, through the provision of high quality services and support, ensuring customers' outcomes are at the centre of what is delivered at all times. The team play a key role in innovating, improving business performance, supporting the Housing Service in driving forward innovative and creative initiatives that reflect the Council's corporate objective for excellence.

Your Customers

- Staff within the Council
- Elected Members
- External customers including those to whom we provide a statutory service
- Service supplier network
- Parish Councils and other representative community groups

Your Role

- The team are responsible for developing, improving, and delivering a wide range of initiatives and business infrastructure that underpins Service Plan objectives and the wellbeing of staff, and supports the Housing Services to deliver high quality customer services.
- The team are responsible for breaking new ground and developing the Housing Service to better meet the needs of our customers, based on sound intelligence and analysis.
- A basic knowledge of housing legislation, the benefits/welfare system, the drivers of change, customer satisfaction and employee satisfaction is desirable.
- You will have a good understanding of administration systems and office procedures and be proficient in the use of relevant systems.
- *Your role will be to assist the Housing Heads of Service and the Assistant Director.
- *You will apply your knowledge and experience to continually improve the service and embed the right culture within the Housing Service.
- You will be responsible for managing a range of activities and initiatives to improve the service, working with colleagues within the housing service and across the Council. .

Health and Safety

- Visual display - regular use.
- Working alone.

Work Pattern

- Standard Monday to Friday with flexibility subject to business needs.

Work Related Travel

- Regular.

**Find your
greatness**

- work at Central
Bedfordshire Council

**Central
Bedfordshire**

