**Manchester City Council**

**Role Profile**

**Service Improvement Lead (Assets & Repairs), Grade 8**

**Housing Operations Service, Neighbourhoods Directorate**

**Reports to: Head of Repairs & Maintenance**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors:**

This role will be a subject matter specialist providing expert advice and support to a range of stakeholders within a specialist area to enable the delivery of service and organisational objectives.

The role holder will work in partnership with stakeholders across the organisation and beyond to support decision making and operational service delivery.

The role holder will research and be the source of intelligence within the specialist area, leading in the development, design, implementation and review of policies, procedures or strategies to ensure continuous improvement.

**Key Role Accountabilities:**

Work collaboratively to provide comprehensive and timely information and advice to stakeholders which meets customer needs,

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Deliver and, where appropriate lead, the implementation of assigned strategy and policy projects, in accordance with agreed time, quality, budget and other project performance criteria.

Oversee the collation of comprehensive management information and reports, ensuring these are produced accurately and consistently.

Develop and manage relationships with other city council services and relevant partner agencies in order to challenge the way services are delivered and establish options for improving performance to ensure high quality of service delivery and cost effectiveness.

Effectively communicate highly complex and potentially challenging messages both verbally and in writing, ensuring balanced and proportionate responses which protect the authority’s interests.

Roles at this level may be required to manage a range of assigned resources.  Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.  The roleholder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration. Role Portfolio:**

MCC Housing Services, within the Neighborhoods Directorate, manage over 12,500 properties in North Manchester and focuses on three key priorities which this role is pivotal to. These are:

1. **Resident-led services, putting residents at the heart of everything we do**
2. **High-quality housing services and home improvements for secure, warm, sustainable homes**
3. **Welcoming, safe and vibrant neighbourhoods**

**About the role:**

The Service Improvement Lead will be a subject matter specialist providing expert information and support the Senior Leadership Team and Managers within the Asset and Repairs function in Housing Services to enable the delivery of the service and organisational objectives.

The role is a managerial role within Manchester City Council and will provide leadership to the service improvement team in the delivery of the authority’s repairs and maintenance service.

The role holder will be a key leader of the council’s repairs and maintenance service working with elected members, senior stakeholders, residents and partners across the city to improve the repairs service. Will be required to build relationships and work with colleagues and stakeholders on ensuring service delivery is based on efficiency, effectiveness and exceeding customer expectations.

The Service Improvement Lead will research and be the source of intelligence within the Asset and Repairs area, supporting in the development, design, implementation and review of policies, procedures or strategies to ensure continuous improvement in the service.

Produce credible, relevant, responsive intelligence to inform strategy and decision making to support the Managers in the repairs team and the Senior Leadership Team in producing information required to lead the repairs and maintenance service.

To lead IT changes and improvements with key stakeholders to ensure consensus on the project scope and work with the IT supplier to specify, test, train and always implement with service continuity.

Using data and other tools, critically analyse the current delivery and operation of services including process mapping existing processes. Responsible to develop and implement service improvement plans to ensure ‘best practice’ processes are developed in order to ensure quality service provision for residents and partners.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills :** Ability to take a large quantity of data from a number of different and sometimes conflicting sources and analyses into trends / results. Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
* **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required
* **Problem Solving and Decision Making:** Continually performs at high levels of achievement, demonstrating tenacity, energy and commitment to achieve desired results.
* **Creative Thinking:** Ability to find creative solutions where there are no existing parameters or procedural framework
* **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy and communicate these via data to colleagues and key stakeholders
* **Research and Intelligence:** Ability to conduct research using a variety of techniques, in order to gather evidence and evaluate intelligence, recording in compliance with documented standards and legislation
* **People Management:** Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

**Technical Requirements (Role Specific)**

* Substantial knowledge and experience of service delivery redesign and system development
* Understanding and knowledge of all aspects of the services within repairs and maintenance and how this sits with and complements the wider Housing Services and MCC strategy
* Knowledge of the relevant parts of the 1988 Housing Act
* Demonstrable knowledge of business analysis techniques and tools
* An ability to design and deliver training courses
* Experience and knowledge of analysing business practises
* Experience and knowledge of working in a public sector organisation and leading change, providing resident focussed services in line with the best interests of residents