**Manchester City Council**

**Role Profile**

**Policy and Practice Officer, Grade 6**

**Housing Access Service, Neighbourhoods Directorate**

**Reports to: Policy & Practice Manager**

**Job Family: Project and Programme Management**

**Key Role Descriptors:**

This role will contribute to the successful delivery of work packages, ensuring delivery to timeframes and high professional standards.

The role holder will assist relevant managers and teams in ensuring the effective management of change.

The role holder will provide project support, liaising with stakeholders to ensure effective communication and project delivery.

**Key Role Accountabilities:**

Assist in the day-to-day management of projects and initiatives throughout the lifecycle, responding to all relevant correspondence, enquiries and complaints as required in a timely and effective manner.

Effectively monitor and administer assigned resources, which may include risk / issue logs, budgets or other functions, analysing and extracting management information from appropriate systems to inform decision making.

Produce and distribute documentation in accordance with communication plans, maintaining files to agreed standards.

Ensure that the aims of projects and initiatives are widely understood and supported and, in turn, meet the needs and aspirations of both internal and external stakeholders.

Liaise with stakeholders expediting and reporting progress as appropriate.

Resolve day-to-day project issues, escalating as necessary to the appropriate level.

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 roleholder 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:**

The role will be based in the Manchester Move service. This service administers the council’s housing allocations policy which is responsible for the management of social housing lettings across the borough, in conjunction with 15 Manchester Move partner landlords (which includes MCC Housing Services), all taking part in the Manchester Move scheme.

The post holder reports to the Policy & Practice Manager and supports the development and management of the housing allocations policy and contributes to ensuring Manchester Move partner landlords are compliant with its aims and requirements.

The post holder will use systems to generate quality data to inform reporting on housing need trends. The post holder will contribute to policy development by conducting research of best practice and helping to co-ordinate working groups and training of staff, as required.

The post holder will also contribute to complaints management and will be comfortable using systems to be evidence-led in managing and learning from complaints.

The post holder will work in a multi-partner environment when performing policy development and complaints management duties.

The post holder has a key role in regular and irregular business reporting and responding to data requests from individuals, government departments, etc. The post holder will contribute to devising new ways of working as services and systems develop.

**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**

* **Project Management:** Planning skills to map the achievement of a desired outcome through a series of actions and milestones with an ability to implement monitoring techniques to capture progress made
* **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
* **Problem Solving and Decision Making:**  Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Research and Intelligence:** Ability to research information from a variety of different sources and present in a variety of formats
* **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information.
* **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**