WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Service Development Manager

Housing Solutions, Communities & Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

West Northamptonshire Council is seeking a Service Development Manager to join our Communities and Opportunities Directorate.

The postholder will oversee and support delivery of housing performance and compliance and quality across West Northamptonshire homelessness functions, providing an holistic view of service delivery and areas for service improvement across the department.

This pivotal role focuses on enhancing service delivery across housing functions, developing service performance, compliance, preventing demand, and driving sustainable change across multiple service areas.

The remit will include overseeing complaint management, Freedom of Information, analysis, policy development, and undertaking performance improvement initiatives. Through the smart use of data and collaborative leadership, the postholder will help us deliver a more responsive and accountable service for our customers and communities.

We're looking for a proactive and collaborative leader and project manager with a strong track record in service improvement, ideally in a housing specific role. You'll be a confident communicator, analytical thinker, and skilled at influencing others to drive positive change.

Accountable to:

This role is accountable to the Head of Service Housing Solutions and Strategy, as part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. Managing and improving service performance by overseeing performance, legislative and policy compliance, and ensuring adherence to legal protocols and Council governance.

2. Conduct quality assurance and develop performance improvement action plans based on performance data and processes, which establishes areas of improvement, and seeks to achieve best practice.

3. Be the key point of contact for overseeing contract management frameworks, Freedom of Information requests and ensures timely and compliant responses. The postholder will also lead on training development, system management, and performance improvement initiatives, identifying areas for enhancement and implementing best practice.

4. Work alongside senior managers, the postholder will drive service improvements, streamline data processes, and enhance overall service delivery and 'customer journey'. Additionally, they will work with senior leads to establish clarity around expected outcomes and standards, and lead on the implementation of performance and quality assurance frameworks across service areas.

5. Lead on the services data strategy and improve the flows of data within the service, implementing improvements on data handling and data holding. This includes implementing and imbedding any learning provided from the Housing and Local Government Ombudsman.

6. Be responsible for supporting service leads in developing safe systems of work, risk assessments and improvements to health and safety provision within the workplace.

7. Maintain a positive, helpful, respectful approach to all aspects of the role including dealing with colleagues, responding to incidents and general communications.

8. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
A detailed and inspiring leader with an open, delegating, and empowering style which promotes innovation and local leadership and generates enthusiasm and commitment to ensure contract targets and milestones are achieved.	E	A, I
Ability to produce, interpret and explain policy and guidance, to a variety of audiences, and to make clear, consistent and often difficult decisions.	E	A, I
Demonstrable performance and analytic skills relating to governance, outcome-based accountability frameworks and quality assurance processes.	E	A, I
Ability to work in a methodical manner, manage time, maintain accurate records, and respond promptly to complaints and enquiries.	E	A, I
Excellent written, verbal and interpersonal skills including presenting to large audiences.	E	A, I, P
Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	E	A, I, T
Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	E	A, I

Knowledge:	Essential / Desirable	Measured by
Demonstrable professional knowledge in a minimum of three of the following areas: - Data analysis and quality assurance - Performance management - Outcome based accountability - Compliance and contract management	E	A, I
An depth understanding of developing and review performance indicators, process reviews and high-level performance reporting	E	A, I
A strong understanding of policy and strategic development and implementation	E	A, I
Robust understanding of Housing consuming standards and/or Local Government Ombudsman Complaints Handling Code	E	A, I
A comprehensive understanding of the requirements of Freedom of Information and General Data Protection Regulations (GDPR) and the need to ensure accurate data entry for the purpose of producing statistical returns.	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Significant demonstrable experience of performance, programme management, compliance and governance.	E	A, I
Comprehensive experience of data analysis and insight and providing meaningful data to inform service enhancement and compliance	E	A, I
Experience of reviewing complex complaints and conducting thorough investigations with a focus on positive outcomes and preventing further escalation.	E	A, I
Experience of producing business cases, managing budgets and working collaboratively in order to enhance service delivery and improve outcomes for residents	E	A, I
Developing and implementing long term policies	D	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to Degree level (Level 6) or substantial experience in a relevant field relating to project management, governance and/or compliance.	E	A, D
Performance or project management qualification i.e PRINCE2 / CMI or equivalent suitable experience.	E	A, D
Hold a professional housing qualification i.e. CIH	D	A, D
Member of the Chartered Institute of Housing	D	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Day-to-day in the role:

Job family band:	Regulatory & Technical Band 09	**Worker type:**	Full Time
People management responsibility:		**Budget responsibility:**	£150k – £200k

Working conditions & how we work:
We are open to discussions about flexible working.
This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
Respect	we respect each other and our customers in a diverse, professional and supportive environment.
Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council