

Post Specification

Post Specification - Key Information

- **Post Title: Service Manager**
- **Date: March 2026**
- **Post Group Number: 8936**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS17**
- **Final Grade: Grade 17**

To be read in conjunction with the job family role profile.

Service Area Description

This role provides an exciting opportunity to shape the way Westmorland and Furness Council delivers its Housing Landlord Service to residents, to provide a consistent, effective and customer-focused service at all times.

The Housing Landlord Service plays a key role in the Council's housing management and strategic housing function. As a social housing landlord, there is a need for the Council to meet its statutory and regulatory responsibilities. The service covers the following key areas: housing strategy, housing allocation, tenancy management including enforcement, tenant engagement and the careful management of housing stock and tenancies to ensure regulatory standards and legislation are complied with.

The Council's Housing Landlord Service sits within the Thriving Communities Directorate, specifically the Housing division.

The successful candidate will manage the operational delivery of the Housing Landlord Service across Westmorland and Furness Council to meet the needs of communities, in particular the Council's social housing tenants. This role will deliver and develop service provision across Westmorland and Furness Council's landlord service, working closely with the Senior Manager-Housing Landlord and Homelessness Services and Team Leaders, to ensure a high quality, consistent landlord service is delivered that is responsive to tenants' needs.

Purpose of this Post

- To manage the operational delivery of the Housing Landlord Service across Westmorland and Furness, continuously evaluating and monitoring performance and ensuring the most effective resources are utilised
- To plan and manage the delivery of a high quality, inclusive and cost-effective Housing Landlord service across Westmorland and Furness to ensure the Council fulfils its statutory and regulatory responsibilities as a landlord of social housing
- To provide management support to the housing landlord teams across Westmorland and Furness to ensure services are delivered in line with the relevant legislation and statutory guidance
- Embed an inclusive customer focused culture across the service, delivering effective and appropriate services to customers, without discrimination

Key Job Specific Accountabilities

- To plan and implement the operational needs of the housing landlord service provision across Westmorland and Furness Council, ensuring successful delivery of the service against its statutory and regulatory responsibilities
- Support the Senior Manager- Housing Landlord and Homelessness and the wider management team to deliver an effective and compliant landlord service
- To ensure that statutory responsibilities are met and that performance and risks are managed in line with the responsibilities of being a landlord of social housing
- To ensure service delivery focuses on early intervention and successful prevention of tenancy management risks to promote tenancy sustainment and tenant and landlord responsibilities
- To support and assist in developing strategies and policies relevant to the landlord service and ensure these are successfully delivered operationally
- To manage the alignment of the Housing Landlord Service across Westmorland and Furness Council, ensuring that a consistent, cost effective and high-quality offer is available across the Council at all times, including out of hours
- Assist with the management of the Housing Revenue Account (HRA) budget in relation to delivering the Council's landlord service, ensuring that service delivery aligns with budget allocated looking for opportunities to maximise income and minimise expenditure
- To coordinate the accurate and timely submission of Government (and other) returns related to operational delivery for Westmorland and Furness Council
- Ensure accurate and timely reports are produced to measure performance across the service
- To ensure that the IT systems used in supporting service provision are fit for purpose and meet operational and reporting requirements
- Ensure complaints are dealt with in accordance with the Housing Ombudsman's Complaint Handling Code guidance and timeframes
- Assist the Senior Manager- Housing Landlord and Homelessness Services to deliver a highly visible front-line service, ensuring the service meets internal and external reporting requirements and complies with external legislative and regulatory frameworks
- Work with Members and the relevant Portfolio Holder to provide advice and guidance into functional delivery and performance
- Undertake such other duties that are required from time to time and are commensurate with this position.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** No direct budget responsibility but will have oversight of relevant costs centres within the Housing Revenue Account (HRA) and ensure operational expenditure is managed effectively to achieve value for money and consistently support residents with funding that is available
- **Staff Management Responsibilities:** Overall management responsibility for the Housing Landlord Service across Westmorland and Furness Council, which will include diverse and disparate teams
- **Other:** Working closely with the Senior Manager- Housing Landlord & Homelessness, Members, Portfolio Holder, external partners and Trade Union colleagues

Essential Criteria

Qualifications:

- Relevant professional qualification or demonstrable equivalent experience

Knowledge:

- Extensive knowledge of housing legislation including the Social Housing (Regulation) Act 2023
- Detailed knowledge of the wider political, social, economic and health issues that impact upon housing

Experience and expertise:

- Management experience and associated skills
- Experience of using IT systems
- Experience of implementing policies and procedures to support and improve service delivery
- Experience of delivering strategy and policy across operational services
- Experience of producing reports for performance monitoring purposes
- Experience in compiling and submitting data for statutory returns
- Ability to lead, manage and motivate others to deliver service plans
- Innovative and proactive approach to service delivery
- Ability to promote values and behaviours and promote positive working relationships within and between services
- An excellent, clear and constructive communicator at all levels
- Ability to make decisions and take responsibility for actions
- Excellent interpersonal skills: a strong networker able to build relationships with mutual confidence, honesty and respect
- Ensure a high quality, responsive service is delivered by listening and collaborating with public, private and voluntary sector partners

Disclosure and Barring Service (DBS) Checks

This post does not require a DBS check.

Job Working Circumstances

Emotional Demands:

- Will involve working on multiple priorities at the same time
- Involvement in a decision making, which may receive strong opinion and / or opposition from those potentially affected and the wider community
- Will require strong personal and emotional resilience when dealing with affected staff groups particularly when advising significant change
- Will require strong personal and emotional resilience when dealing with vulnerable customers in distressing situations and under difficult circumstances.

Physical Demands: N/A

Working Conditions: Post holder may experience considerable abusive and / or aggressive language and behaviour when working with the client group and on a regular basis.

Other Factors:

- This role is office based at the Town Hall in Barrow in Furness during the service's operational hours.

- Must have a full driving licence and access to a car to and the ability to travel throughout Westmorland and Furness.
- Occasionally, there may be a requirement to travel, or requirement to work outside of normal office hours