

JOB DESCRIPTION

POST: HOUSING RESETTLEMENT OPERATIONS MANAGER	POST NO: ES93
DIVISION: STRATEGIC HOUSING SERVICES	
SCALE: Scale M	

ANY SPECIAL CONDITIONS:

(a)

event of mass arrivals from flights coming into Gatwick, working in partnership with other services across and outside the Council.

(c) To develop and implement the required processes, protocols, contractual and service level

(d)

SPECIFIC DUTIES OF POST C

CANDIDATE SPECIFICATION

(This is for information only and should be retained by the applicant)

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	SPECIFICATION	
CHARACTERISTIC	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES	<ul style="list-style-type: none"> • Ability to communicate effectively with people at all levels • Ability to present confidently to senior and specialist audiences • Ability to influence people and events both formally and informally, through successful communication, negotiation and persuasive skills and to implement agreed practical solutions • Ability to lead and motivate staff teams • Ability to think strategically and analytically, to interpret information and use as a basis for strategy development and decision making • Political awareness • Good IT skills 	
KNOWLEDGE	<ul style="list-style-type: none"> • Extensive knowledge of housing legislation and case law • Knowledge of service improvement methodologies 	<ul style="list-style-type: none"> • Knowledge of project management techniques
QUALIFICATION AND TRAINING Verification will be required	<ul style="list-style-type: none"> • Degree or equivalent level • Full current UK driving licence 	<ul style="list-style-type: none"> • Chartered Institute of Housing or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience of leading and managing staff in a pressured and political environment • Experience of delivering transformation and service improvement 	

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