**Post:** Service Innovation Manager

**Directorate:** Flexible

**Team:** Flexible

**Responsible to:** Director

**Responsible for:** None

**Purpose of Job**

The Service Innovation Manager will be responsible for project managing the implementation of new and innovative ways of working, focussing primarily on operations within the Property Directorate but extending across the organisation where required. They will have a strong track record of developing services and teams and working across disciplines, including in facilities management.

The post holder will initially be responsible for re-imagining the current Estate Services delivery and its transformation to a new Estate Facilities team that will be responsible for the presentation of the estate regarding its cleanliness, safety and security, ensuring consistent quality in service to residents and leading the team through a period of change.

**Main Duties and Responsibilities**

* Project managing change programmes
* Undertake service & budget reviews and liaise with customers and other key stakeholders
* Develop and launch new policies in support of new services as part of the project delivery
* Evaluate and ensure services are sustainable and able to deliver on objectives at an affordable level and undertake appropriate impact assessments.
* Design and implement new systems and support the procurement of associated supply chains.
* Seek out and develop information systems and technology to support and improve service delivery
* Implement processes and procedures to ensure all associated statutory and regulatory requirements are updated.
* Develop strategies & budgets for training in support of H&S management and succession planning.
* Effectively set and forecast project, staff, delivery and system related budgets and expenditure.

**Line-management**

* Take on interim line management of individuals and or teams as directed to facilitate effective change programmes.
* Support operational managers in developing skills and implementing new work systems and programmes.
* Support the relevant service director and deputise on their behalf as requested.
* Fully utilise current and future IT systems for effective management of staff in line with relevant policies and procedures.

**Operational**

* Undertake process mapping and consultation exercises with stakeholders as necessary to evaluate and improve service delivery.
* Facilitate and lead on customer engagement activities aimed and better understanding and improving the customer experience.
* Produce baseline and regular updated project plans in required and agreed formats
* Provide detailed and regular updates and reports regarding project progression and performance against time, quality and cost.
* Develop and maintain good working relationships with other teams to ensure good communications and corporate objectives are achieved.
* Engage with key partners and stakeholders to raise the profile of key projects and services as necessary.
* Implement appropriate IT based solutions including mobile working, to better facilitate service delivery.
* Work with managers and directors to set budgets and implement budget management and monitoring processes.

**Monitoring and Inspection**

* Provide regular project updates and reports to the relevant service director in line with agreed duties, programs, budgets and objectives, in the required format, using appropriate available systems and media.
* Undertake regular interim reviews to ensure programmes are delivered on time and within budget to achieve the agreed outcomes.

**Organisational**

* Liaise with IDS colleagues across the organisation on all matters relating to the day-to-day running of estate facilities, in particular Estate and Scheme Managers.
* Support the Property team in ensuring services are aligned and integrated as and where required.
* Work with other key staff to design and develop integrated workflows for current and future standard operating procedures.
* Ensure H&S and customer satisfaction is at the heart of all operations, processes and procedures.
* Identify and arrange specialist training for directly and indirectly affected staff.
* Support the digital transformation and other IT related projects to continuously improve services and increase value for money.

**Support to Director**

* In progressing more complex service or staff related issues.
* In ensuring that all projects are delivered on time and within budget to achieve all goals and objectives.
* Attend meetings and forums as appropriate, liaising with residents and resident representatives when required.
* Organise and service team meetings.
* Collate data and report on performance through presentation of key performance indicators (KPIs) in accordance with the performance management framework and through use of appropriate IT systems.

**General**

* Perform other duties as may be reasonably required by the Director or CEO.
* Conduct yourself in line with IDS’s policies, procedures, rules and standards.

**Hours of duty**

* 35 hours per week.
* Be prepared to work flexibly in attendance of meetings and/or emergencies outside of normal working hours. (additional hours will be recovered as time off in lieu)

**Person Specification**

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| --- | --- |
| **Post:** Service Innovation Manager | **Grade:**  |
|  |  |
| **Team:** Flexible | **Directorate:** Flexible |

It is essential that your written supporting statement provides evidence, or specific examples, of your skills/knowledge/experience in each of the short-listing criteria. If shortlisted, you should expect all of the criteria to be assessed.

All criteria are essential unless stated otherwise.

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| **Requirements** | **Criteria** | **Short-listing Criteria?** |
| 1.  | Education/Qualifications/Training | 1. Current clean driving licence (desirable)
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| 2. | Skills | 1. Good standard of numeracy and literacy
2. Excellent project management
3. Able to write reports for the consideration of management
4. Proficient in the use of diverse information and communication technologies; including Microsoft Word, Microsoft Project Excel and Outlook.
5. Able to design, develop and implement safe and appropriate systems of working
6. Ability to present information to a wide audience i.e. Board Members, resident groups, senior managers and colleagues
7. Able to monitor and achieve a wide range of performance targets
8. Ability to maintain accurate records
9. Able to work effectively with peers, partners and others
10. Able to meet deadlines in a fast paced, high pressure environment.
11. Budget development & management
 | b, d, e, f, g, h, i |
| 3. | Experience | 1. Project managing service reviews and change programmes
2. Leading & managing staff
3. Managing conduct and performance issues through to resolution.
4. Working in social housing
5. Organising and facilitating meetings.
6. Leading and managing change
7. Working at managerial level in a similar role
 | b, c, d |
| 4. | Knowledge | 1. Knowledge of housing related regulatory and health & safety requirements and associated legislation.
 | a |
| 5. | Key Competencies | 1. Achieving Results
2. Good leadership & communication
3. Driving and managing change
4. Informed and informing
5. Personal Progress
6. Partnership Working
7. Problem Solving
 | b, c, g |