

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	Development Manager
<b>Location:</b>	Housing Department
<b>Team/Directorate:</b>	Customer Services
<b>Responsible To:</b>	Housing Officer
<b>Responsible For:</b>	Cleaner
<b>Indirectly Responsible For:</b>	

### 2. JOB PURPOSE

As the Development Manager, you will work as part of a team to deliver an excellent Customer experience, enabling our customers to live an independent life assured in the knowledge that their home is both safe and secure.

### 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

#### 3.1 The Development Manager will:

- Facilitate an environment based on respect and confidentiality to ensure that our customer's independence and choice are promoted to the fullest.
- Advocate for and liaise on behalf of our customers with statutory and other agencies where this is appropriate to meet their needs.
- Respond to enquiries/complaints from customers and any other persons, recording and escalating these wherever necessary to ensure that our Customer Service Standards are met.
- Promote the use of communal facilities to customers and local community groups to encourage participation and build a sense of community.
- Manage repairs and monitor their progress, to ensure works are completed to satisfactory standard and meet all customer expectations.
- Undertake an inspection of all void properties highlighting required repairs whilst liaising with the Asset Management Team to ensure the Hanover meets letting standards.
- Maintain accurate records in accordance with good practice and legislation to maintain a robust confidentiality service and meet GDPR requirements.
- Manage cleaning staff and or contract cleaners who report to you to ensure high cleaning standards are met
- Undertake daily property checks and provide assistance in the event of an emergency, carry out remote service calls when required, liaise with customers and their families to ensure an effective and reactional response.

### 3.2 Key Relationships – Internal & External

#### Internal

- The Development Cleaner, Housing Officer, Contracts Officer, Operations Manager, Customers, and their families

#### External

- Contractors, Care Staff, NHS, and other visitors to the Development

### 3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Hanover.
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

### 3.4 General

- Be aware of and always adhere to Hanover's policies and procedures.
- Take part in performance reviews and one-to-one meetings with your manager throughout the year.
- Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management that are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
- Be an ambassador of Hanover's values and behaviours and demonstrate high levels of integrity in the course of your duties.

### 3.5 Other

- Always apply Hanover's values and behaviours to every aspect of the role.
- Protect and enhance the interests and reputation of Hanover internally and externally.
- Act as a role model and always treat colleagues and customers with integrity and respect.
- Comply with Hanover's Code of Conduct.

## DEVELOPMENT MANAGER

### Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications and specific training</b>	<p>Good IT Skills and able to use Microsoft Office and Outlook</p> <p>Hold or be able to hold an Emergency First Aid Certificate</p>	<p>Scottish Vocational Qualification (SVQ) Level 2 in Health and Social Care or equivalent qualification</p> <p>Be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons</p>
<b>Experience</b>	A minimum of 2 years previous customer service experience	Relevant experience within housing and maintenance
<b>Knowledge</b>	<p>Understand the importance of confidentiality, cyber security, and following data protection protocols.</p> <p>Understand the principles of customer service and approaches to building a good rapport with customers.</p>	Knowledge of Property Maintenance
<b>Skills</b>	<p>Be organised and able to plan your time well.</p> <p>Good written communication skills, able to summarise customer conversations.</p> <p>Analytical and problem-solving skills – able to question customers and use information to interpret and analyse problems and propose effective solutions.</p> <p>The ability to develop and maintain professional relationships with contractors'</p>	

CRITERIA	ESSENTIAL	DESIRABLE
	external agencies monitoring performance and target times through to conclusion.	
<b>Personal attributes</b>	Aligned to Hanover Values: <ul style="list-style-type: none"> <li>• Respect</li> <li>• Accountability</li> <li>• Collaboration</li> <li>• Inclusion</li> </ul>	
<b>Additional requirements</b>		

**Job Description and Person Specification Agreement:**

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.