



## JOB DESCRIPTION

<b>Job Title</b>	<b>Service Improvement Manager</b>
<b>Department/Service</b>	<b>Scotland's Housing Network (SHN)</b>
<b>Line Manager</b>	<b>Chief Executive</b>
<b>Direct Reports</b>	<b>N/A</b>

<b>Job Purpose</b>
To deliver the work of the SHN by encouraging and supporting members' progress towards achieving continuous improvement in line with Regulatory Standards, legislative requirements and best practice. You will do this by: promoting the development and implementation of service improvement planning; promoting the development and sharing of information through keeping up to date with policy developments, research, practice exchanges, data analysis and delivering benchmarked performance services.

<b>Key Responsibilities</b>
<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Provide support to the Network and its member organisations in line with SHN's Business Plan.</li> <li>• Deliver services that support individual members and the sector to be well-informed of relevant housing issues.</li> <li>• Carry out specific projects to achieve the objectives set out in the Business Plan or to meet members' needs.</li> <li>• Manage and deliver training and briefing sessions as required.</li> <li>• Prepare reports and information for the Network as required.</li> <li>• To act as an ambassador for SHN and take opportunities to promote the Network.</li> <li>• Represent SHN at external working groups or deputise for the Chief Executive when required (e.g. in representing the Network in contacts with external agencies).</li> </ul>
<p><b>Research, Data Analysis and Benchmarking</b></p> <ul style="list-style-type: none"> <li>• To support and contribute to the development and delivery of the data insights service including identifying new performance indicators, verifying data, participating in consultations, managing the website and preparing reports.</li> <li>• To analyse results, facilitate understanding of benchmarking information and to support members in identifying service improvements by providing presentations, reports, facilitating discussion and signposting to sources of good practice.</li> <li>• To conduct benchmarking exercises between members to learn from lessons and share positive practice.</li> <li>• To research, analyse and interpret relevant statistical information from existing databases, benchmarking work, surveys and questionnaires and discuss possible implications with members.</li> </ul>

- To conduct primary and secondary research, and using your findings produce evidence based reports, guidance documents and other physical outputs for members.
- To collaborate in the review and maintenance of key performance indicators which are effective in achieving continuous improvement by the social housing sector.

### Self-Assessment & Improvement Planning

- To develop and keep under constant review self-assessment services within the Network.
- To organise and deliver tailored self-assessment services to meet the needs of individual members.
- To inform content of practice exchange events with findings from self-assessment reviews.
- To work with regulatory bodies and other agencies to promote the benefits of self-assessment.

### Events and Communities of Practice

- To actively keep informed of current issues and good practice within housing/social policy from existing sources.
- To deliver a range of practice exchange and other events to facilitate the exchange of good practice and knowledge exchange across the Network.
- To record outcomes and associated materials from all events and make them available within the Network.
- To maintain a high quality and update online presence for a range of specialist Communities of Practice e.g Homelessness and Housing, Older Peoples Housing etc
- Conduct good practice studies and collaborate with other stakeholders to identify policy or procedural differences that impact on performance and share results with members.
- To identify and meet members' needs by offering new events and services where no other provision is made by other organisations and in line with SHN's Business Plan objectives.
- To develop guidance on good practice for publication in different forms.

### Business Development & Members' Support

- Respond appropriately to ad-hoc requests for information from members.
- Manage external contractors and project budgets as required.
- Support the ongoing maintenance and development of the allocated areas of the SHN website.
- Maintain membership records in line with data protection requirements.
- To act as an ambassador for SHN and take opportunities to always promote the Network in a positive way.
- To maximise marketing for the Network by taking advantage of speaker requests and social media opportunities.
- To promote SHN services to non-members to grow the Network.
- To produce publications, guides and marketing materials to promote the activities of the Network and support members.

### Person Specification

	Essential	Desirable
<b>Formal Qualifications</b>		
Educated to degree level or can demonstrate equivalent work experience in relevant discipline within Housing.	<input checked="" type="checkbox"/>	
<b>Skills Knowledge</b>		
Knowledge of current policy initiatives in relation to improving public and housing services	<input checked="" type="checkbox"/>	
Ability to develop and maintain effective working relationships	<input checked="" type="checkbox"/>	

with a range of organisations and individuals.		
Ability to write well-structured, clear and persuasive reports and procedures.	<input checked="" type="checkbox"/>	
Ability to present information and proposals to a range of audiences.	<input checked="" type="checkbox"/>	
Ability to work confidently with IT systems.	<input checked="" type="checkbox"/>	
Ability to work under own initiative.	<input checked="" type="checkbox"/>	
Able to work under pressure and meet deadlines.	<input checked="" type="checkbox"/>	
Effective communication and interpersonal skills.	<input checked="" type="checkbox"/>	
Effective negotiating skills		<input checked="" type="checkbox"/>
Ability to organise a varied and complex workload with limited managerial support.	<input checked="" type="checkbox"/>	
Project management skills.	<input checked="" type="checkbox"/>	
Knowledge of performance management and self-assessment practices.		<input checked="" type="checkbox"/>
Knowledge of resource and financial management issues.		<input checked="" type="checkbox"/>
To confidently facilitate forums for large audiences.	<input checked="" type="checkbox"/>	
To design and deliver workshops and training events.	<input checked="" type="checkbox"/>	
<b>Experience Required</b>		
Demonstrable experience in the housing sector in one of the following areas: Homelessness, Older Peoples Housing, Tenant Participation	<input checked="" type="checkbox"/>	
Demonstrable experience of project management		<input checked="" type="checkbox"/>
Experience of analysing, and interpreting statistical information.		<input checked="" type="checkbox"/>
Experience of research techniques.		<input checked="" type="checkbox"/>

<b>Pay Grade</b>	<b>Grade 3: £44,003 to £48,403 (PRO RATA to £22,002 to £24,202)</b>
<b>Weekly Hours</b>	<b>0.5 FTE (17.5 hours per week)</b>
<b>Workplace</b>	<b>Homebased, with travel expected across Scotland</b>

<b>Special Considerations</b>
Current driving licence, access to car and willingness to travel extensively.
Flexibility to work at various locations – spending evenings away from home on an occasional basis.
Homeworking, ability to manage your own time. Flexibility given to when 17 hours are worked.
Commitment to collaborative working style.
Commitment to a member-first approach to work.

