**SOUTH DERBYSHIRE DISTRICT COUNCIL – PERSON SPECIFICATION**

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| **Directorate:** Place and Prosperity | **Service:** Housing | **Job Title:** Operational Delivery Manager |

**Qualifications, Professional Membership, Technical Skills**

| **ESSENTIAL** | **DESIRABLE** | **HOW ASSESSED** |
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| Educated to or working towards degree level or equivalent, preferably in housing or a building/construction related discipline. Level 4 or above. |  | Application Form |
| Member of or working towards, the Chartered Institute of Housing (CIH) or membership of other relevant appropriate body. |  | Application Form |
| Experience of working in a management role in housing and of managing multi-disciplinary teams delivering a range of services to tenants and the community. |  | Application Form  Interview |
| Detailed level of technical building knowledge, contract management, contract procedures and construction legislation and regulations. |  | Application Form  Interview |
| Understanding current issues within repair and asset management including: safety and compliance, carbon reduction. | Experience of delivering digital, mobile working repair services. |  |
| Proven track record of managing budgets, projects and delivering on and improving levels of performance in the delivery of services. |  | Application Form  Interview |

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| **Competency** | **Level** | **Essential** | **Desirable** | **How Assessed** |
| Achieving Results | 3 | Contributes positively towards service improvement.  Identifies and addresses the causes of underperformance.  Makes changes in systems or processes to improve performance of self and/or team.  Uses feedback and review to improve personal and team performance |  | Application Form  Interview |
| Communication | 3 | Effectively manages group discussions and situations, communicating in a way that is understandable and meaningful to all.  Understands underlying requirements, adapting style of communication to meet the needs of the audience.  Communicates to an appropriate level of detail and precision for their audience. |  | Application Form  Interview |
| Creative Thinking | 2 | Questions conventional ways of doing things.  Uses new information to offer realistic alternatives.  Tailors existing approach in order to provide better results.  Actively contributes ideas and creative thinking. |  | Application Form  Interview |
| Customer Focus | 3 | Proposes innovative and creative solutions to customer needs.  Drives standards for excellent customer service.  Demonstrates empathy and proactively anticipates the needs of the customer.  Uses knowledge and experience to exceed customer expectations |  | Application Form  Interview |
| Decision Making and Problem Solving | 3 | Analyses each stage of the process and breaks down problems into smaller parts.  Asks questions to gather information.  Organises information logically and systematically to make decisions and determine priorities.  Explains things in a clear step by step approach. |  | Application Form  Interview |
| Making Change Work | 3 | Advocates the need to change and encourages others to try new ways of working.  Creates a positive image of change.  Positively and regularly challenges the status quo. |  | Application Form  Interview |
| Managing Resources, Projects and Processes | 3 | Develops approaches and methods to ensure that tasks are completed accurately.  Works to meet short and medium term priorities  Allocates tasks and delegates effectively, assigning appropriate resources.  Monitors and controls costs and use of resources |  | Application Form  Interview |
| Organisational Awareness and Commitment | 2 | Understands the informal structures of the Council, recognising key staff, decision makers and those in positions of influence.  Promotes and enhances the reputation of the Council with customers and external bodies. |  | Application Form  Interview |
| Personal Impact | 2 | Influences outcomes by expressing own view confidently and assertively.  Remains effective under pressure  Sets out to achieve win/win situations |  | Application Form  Interview |
| Working Relationships | 2 | Strengthen relationships through building a solid foundation of mutual understanding and trust.  Displays willingness to learn from others, including own team members and peers.  Speaks of team members in positive terms, either to the team member directly or to a third party.  Resolves conflict and does not avoid difficult issues |  | Application Form  Interview |
| Equal Opportunities and Fairness | 3 | Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment. |  | Application Form  Interview |

**Date issued: January 2025**

**Prepared by: Head of Housing**