

**Manchester City Council  
Experience Requirements****Assistant Director of Housing Operations, SS3****Reports to: Director of Housing Operations  
Neighbourhoods Directorate****Band SS3 (Head of Service/Operational Leadership)**

For the purpose of applying for this role, in your written person specification response please only address the **ten** experience items outlined below. Candidates will be assessed to see how they meet the Skills, Competencies and technical requirements outlined in the Role Profile at longlist interview and in any further assessments. The successful candidate will have to meet the requirements outlined in the Role Profile. For further guidance on completing your application please see the [“How to apply”](#) instructions on the recruitment website.

**Experience**

1. A deep and demonstrable understanding of social housing management and its wider policy context, with either a qualification at Degree level or equivalent significant experience within social housing.
2. Successful leadership and senior management experience of multi-disciplinary teams within social housing, delivering services that provide a high-quality housing management and maintenance service to a broad portfolio of properties.
3. Successful track record of effective resource management including developing and delivering medium to long term strategies, business plans, expenditure, diverse revenue streams and capital programme oversight.
4. Experience of successful service transformation at pace, including improving service delivery and standards, developing policies and procedures and embedding a positive culture to meet organisational, customer and community needs.
5. Experience in successfully developing relevant policy and strategy which incorporates legislation in relation to social housing regulation, housing management and building safety and compliance.
6. Significant experience of leading, inspiring, and maintaining high-performing outcome focused teams that deliver against targets while developing a positive culture.
7. Successful experience of delivering relevant responsive, innovative, high quality and high-volume customer services, preferably with experience of developing digital channels.
8. Comprehensive experience of building effective senior relationships, collaborating with diverse local and regional stakeholders and partners to deliver shared outcomes.
9. Successful relevant experience of exercising judgement, providing clear professional advice at an executive and non-executive level.
10. Considerable successful experience in delivering and developing effective resident engagement strategies which ensure the needs of residents contribute to board level decision making.