

<b>Role Title</b>	<b>Access Manager</b>
<b>Reports to:</b>	<b>Head of Repairs Partnering</b>
<b>Job Family</b>	<b>Place</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO3</b>
<b>Purpose</b> To develop and operationally manage the service ensuring that timely access is provided for repairs, health and safety, and compliance works needed to council homes. To lead on the process of arranging access to carry out servicing or works once the contractor has exhausted their required attempts to gain access. To look for ways to constantly improve the process with the focus on improving the service and customer experience for residents. To ensure quality and value for money from the service at all times. To ensure the service complies with relevant legislation, regulations and policies. To line manage the Access Coordinator.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or	Changes to systems, policies and / or procedures are identified and recommended.

standards within area of responsibility.	<p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
Work closely with others to support / manage the development and delivery of improvements in processes and procedures.	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and centre of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee / to the required standards and timescales.</p> <p>Evidence-based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
<b>Job Specific Accountabilities:</b>	

Lead on the development of processes and systems to ensure access is made to properties in a timely manner and the need for legal intervention is minimised	Effective access process that is customer focused and protects the council's interests
Manage the legal requirements for access to ensure the council remains compliant with its statutory duties in relation to health and safety, disrepair and building maintenance	100% compliance with gas servicing, electrical testing and other H&S testing regimes 100% access to complete essential H&S works to council properties
Manage the Access Coordinator and ensure the council receives value for money from the Access services	Effective management of the Access processes
Manage the contractor's adherence to the council's access processes and lead on regular liaison meetings	Effective management of the Access processes Reduction in the number of cases requiring council intervention to facilitate access
Oversee the record keeping for access cases and ensure the council can report on and action cases in line with its processes.	Clear, accurate and up to date records for all cases where there have been difficulties arranging access
Minimise financial losses to the council by leading on access arrangements for disrepair cases	Reduction in the cost of disrepair to the council
Ensure access is gained to complete Strategic Asset Management Surveys	The council has an accurate and up to date record of the condition of all its housing stock The council is aware of an able to take remedial action in relation to any damp, mould or disrepair

### Nature of Contacts

Day-to-day contact typically involves Heads of Service and Senior Managers across the authority, contractors, external agencies and organisations, providing advice regarding stock condition.

The role will involve direct contact with members of the public. Because of this, the postholder will need to demonstrate sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

### Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Has regard to the requirements of service plans, Housing Asset Management Strategy, TPC contractual requirements, MHCLG Consolidated Guidance, Statutory Building / Health and Safety requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures, TPC contractual requirements, Building / Health and Safety requirements.

Occasionally the post will be expected to work from other locations.

<b>Key Facts and Figures</b>
<p>The Council's stock is over 10,000 homes.</p> <p>The Housing Asset Management budget is over £20m p/a.</p>
<b>Resourcing</b>
<p>Budget Responsibilities: Zero (contributes toward managing the Housing Asset budget.)</p> <p>Supervisory Responsibilities: Nil direct - matrix management other staff within the Housing Assets Division.</p>
<b>Knowledge, Skills and Experience</b>
<ul style="list-style-type: none"> <li>• Able to work in an inclusive manner with staff and residents.</li> <li>• Good IT literacy, particularly with Microsoft Office applications.</li> </ul>
<b>Indicative Qualifications</b>
<p>Degree or equivalent or vocational qualification in relevant subject or area</p> <p>Evidence of Continuous Professional Development</p>
<p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.</p>