

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## Job Accountabilities

<b>Job Title:</b> <b>DFG Team Leader</b>	<b>Job number:</b> <b>WM0576</b>
<b>Service Area:</b> <b>Housing Strategy &amp; Residential Services</b>	<b>Team:</b> <b>DFG Team</b>

### JOB PURPOSE

Responsible for the delivery of an effective Disabled Facilities Grants service, ensuring that cases are progressed in a timely manner, case data is appropriately recorded and outcomes are monitored.

- Support the Residential Disabled Facilities Grants (DFG) approach for The Royal Borough, providing technical guidance, support and expertise to team members and the wider service.
- Provide advice and assistance to members of the public and stakeholders.
- Determination and implementation of Disabled Facility Grants and discretionary grants
- To provide technical expertise in specialist areas and provide line management support to the officers in the DFG team, mentoring others as required.
- Provide and maintain support and expertise to the wider Housing, Environmental Health & Trading Standards Services.

This post is responsible for the Disabled Facilities Grants team in The Royal Borough, taking appropriate decisions for the authorisation and assessment of all disabled facilities grants; including site visits, means testing, approving schedule of rates, overseeing the preparing plans and drawings and final sign offs of all applications, working with other services as required.

### JOB ACCOUNTABILITIES

#### Service delivery accountabilities

- Act as lead officer for The Royal Borough's Disabled Facilities Grants programme
- Implement, administer, promote and enforce, as necessary, all relevant council policies or statutory requirements designed to protect, promote or enhance residents and customers health, safety and welfare.
- To promote and develop effective partnership working with other services in the council and other agencies to ensure efficient delivery of the DFG programme.
- Effectively communicate and network with other teams within the Housing Service and wider directorates of the Council, and with various outside bodies for ensuring compliance and/or consistency with relevant housing and environmental health legislation and the development and implementation of council policy.
- Actively participate in, adhere and contribute to, Housing's performance and quality management systems, enforcement policies and other policies, procedures and standards to secure the maintenance and delivery of high quality, best value services.
- To ensure individual training needs are met and professional competencies are maintained, contributing to the training and development of the team using the resources available through the team and wider Service.
- Develop and maintain an up to date, full and working knowledge on relevant environmental health, housing, public health and associated legislation and official guidance enforced by, or required of, the local authority.
- Act as the lead for allocated area(s) of specialist knowledge and advice, including providing support and training to other members of the Housing Service.
- Responsible for the induction, development, coaching and motivation of staff within the team.

- Attendance at evening meetings, visits and inspections as necessary.
- To produce reports for consideration by the Housing Strategy and Residential Services Manager and Head of Housing, Environmental Health and Trading standards, and other managers as required.
- To develop and maintain knowledge and skills in relation to DFGs, housing, tenancy, welfare benefits and landlord and tenant relationships.
- To provide effective line management to the DFG team, including appropriate supervision, appraisals, case guidance and general support.

**Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook; these include:**

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- CREATE- our corporate behaviours
- Budget management
- Specific responsibilities for managers.

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
<p>Qualifications and training</p>	<p>GCSE's including Maths &amp; English</p> <p>Educated to a minimum A-level / NVQ Level 3 or experience in relevant field.</p> <p>Experience of achieving successful results and outcomes against targets.</p>	<p>Member of CIH or CIEH</p> <p>Degree in Housing, social care or other relevant subject</p> <p>Experience of budget control and monitoring.</p> <p>Experience of drafting reports, policies and procedures and of meeting deadlines</p> <p>Surveying qualification or experience</p>	<p>Application/Interview</p>
<p>Job Competence summary (knowledge, skills, abilities, experience)</p>	<p>Excellent customer care skills and ability to inspire this focus in others</p> <p>Staff management experience and the ability to influence staff in other teams and services</p> <p>Must be motivated and organised with a professional approach, able to effectively manage time</p> <p>Demonstrate sound knowledge, technical ability and experience of DFG legislation, implementation and sign off</p> <p>Strong inspection, investigation and research skills and the ability to write clear concise technical reports.</p>	<p>Ability to shape and to follow policies and procedures throughout the Housing Service</p>	<p>Application form/Interview</p>

	<p>Ability to operate effectively under pressure, making autonomous decisions, planning, organising and prioritising workload.</p> <p>Highly motivated and committed to achieve results efficiently and effectively</p> <p>Ability to advise and influence through effective communication and leadership at all levels, including building relationships with businesses, partners and stakeholders in a variety of media, forums and situations</p> <p>Excellent customer care skills and ability to inspire this focus in others</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Must be able to work from any Borough site as required</p> <p>Enhanced DBS check</p>	Clean driving licence	
Politically restricted post			
No			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.