

Job Description: Service Improvement Officer

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Service Improvement Officer
Service:	Strategic Housing and Delivery
Team:	Service Improvement
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Service Improvement Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To support continuous improvement in the housing services by providing staff, tenants, other customers and stakeholders with a policy development, research, performance evaluation and monitoring resource.

MAIN DUTIES AND ACCOUNTABILITIES

- Co-ordinate and support individual service reviews and assist with arrangements to meet statutory regulations.
- Collect, analyse and report on housing service policies, procedures and performance data with a view to identifying areas for improvement
- Carry out research into how other organisations provide equivalent services and report on examples of best practice for service reviews and other initiatives
- Assist with collection and submission of data required for benchmarking, carry out benchmarking exercises on-line and produce reports of results for service reviews and as required by service managers
- Carry out research with tenants, other customers and stakeholders including online, postal and telephone surveys, focus groups, face-to-face interviews etc. connected with service reviews and other initiatives
- Co-ordinate arrangements for Tenants' Satisfaction Survey and development of proposals to act on findings
- Develop and implement new policies and procedures across Housing Management.
- Assist with the delivery of all customer insight projects, ensuring the results can be used to deliver real outcomes for residents.
- Work with the IT and Policy & Performance teams to develop CRM workflows and digital services to reflect new policies and processes
- Work with service areas to carry out gap analysis against the Consumer Standards and develop actions plans to address areas of concern.
- Assist Housing Improvement Plan and other transformation projects/workstreams as required, using knowledge, experience and information to identify areas for improvement, ensuring residents views are considered.
- Keep up-to-date with policy and legislative changes and updates that affect Housing Management service delivery, disseminating information as required.
- Build positive working relationships with other registered providers to identify/share best practice, as well as key internal and external stakeholders.
- Assist with delivering effective communications across Housing Service to promote the work of the Service Quality & Improvement Team and SIP.
- Input into the annual report to tenants, including liaising with residents, service areas and the Communications Team as required.
- Monitor, evaluate and report on progress towards implementation of improvement plans following service reviews
- Produce user-friendly information for customers, staff and external stakeholders about performance and service developments
- Assist in the management of the housing service content on the Council's website and intranet
- Collect, analyse and report on performance indicators and related information

- Analyse and produce reports on new Government policies and initiatives
- Undertake any other duties as may be assigned from time to time commensurate with the grade of the post

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

Health and Safety

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Support service managers and operational staff with project managing improvement initiatives and reviews
- Liaison with other services of the Council and external agencies, including consultants
- Analysis of guidance produced by MHCLG, Chartered Institute of Housing, Homes and Communities Agency, National Housing Federation and others
- Producing reports on research and review findings, policy development and performance matters

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Co-ordination of service reviews and other improvement initiatives, involving customers, staff and external stakeholders
- Developing proposals for improving services and assisting with implementation.
- Carrying out research with customers and other stakeholders

PLANNING/ORGANISING/CONTROLLING

- Keeping staff, customers and other stakeholder informed of performance and service developments
- Recruitment and management of research consultants

CUSTOMERS AND CONTACTS

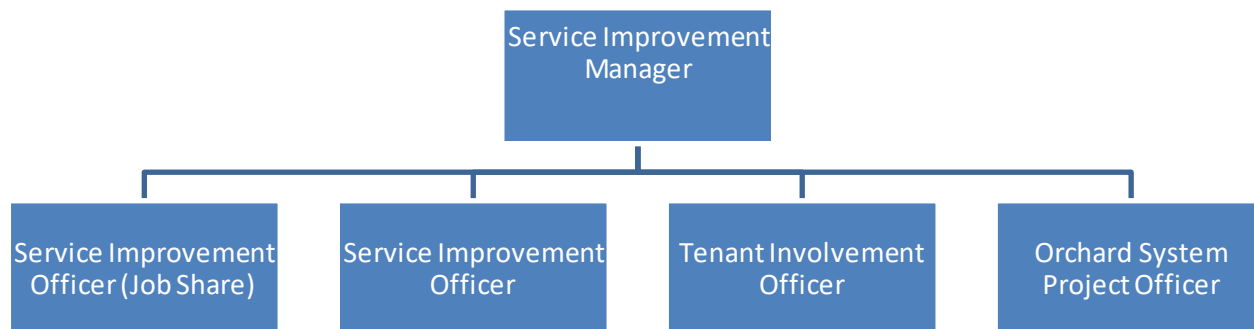
INTERNAL

- Service Improvement Manager
- Head of Housing Operations
- Head of Housing Strategy and Delivery
- Orchard System Project Officer
- Tenant Involvement Officer
- Housing Service Managers
- All housing staff.
- IT Development Manager
- Project Manager (Housing Systems)
- Website Manager

EXTERNAL

- Tenants and other customers
- MHCLG and other Government departments
- Registered Social Landlords
- Homes and Communities Agency
- Chartered Institute of Housing
- Consultants

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Good standard of general education	A	Qualification in Social Housing	A/C
	Degree or equivalent qualification in Social Housing	A/C		
KNOWLEDGE /TECHNICAL SKILLS	Experience of carrying out or managing quantitative and/or qualitative research.	A	Experience of working in social housing	A
	Highly analytical approach - able to make sound judgements based on evidence and distinguishing between important and less important issues.	A/I	Policy development experience especially related to social housing.	I
	Flexible and resourceful approach – actively seeking solutions to problems and ways of improving performance.	I	Project management experience	A/I
	Good IT skills including Word and Excel.	A	Experience of improvement initiatives	I
	Awareness of Safeguarding	I		
COMMUNICATION	Good interpersonal and communication skills. Able to: - work effectively with staff at all levels within the organisation, customers and other stakeholders - make presentations to staff, tenants etc - write clear, concise reports.	A/I		

CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
TEAM WORKING	Ability to successfully negotiate with staff to ensure projects are completed on time	I		
	Builds constructive and productive internal and external relationships.	A/I		
MANAGING SELF AND OTHERS	Good project and time management skills. Able to work on own initiative with minimum supervision and prioritise tasks according to their relative urgency/importance.	A/I		
	Stays calm and focused under pressure.	I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to problem solve and develop new processes	A/I		
	Enthusiasm to learn to use new IT packages e.g. questionnaire software.	I		
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		
	Able to attend occasional evening meetings.	I		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed:

A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	Service Improvement Officer	Post no:	HA08
Service:	Housing Delivery and Communities	JE score:	282
Team:	Service Improvement Team	Pay band:	7
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	3	
	Customer Service:	3	
	Team Working:	2	
	Managing Self and Others:	2/3	
	Can do approach/Results:	2/3	
REVIEWED BY:	Service Improvement Manager	DATE:	June 2025
CHECKED IN:	HR	DATE:	
LAST UPDATED:	Add date	DATE:	