



# Senior Manager

## Advice & Support Services

### Job Description

Ref: 776

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## Job Summary

Senior Managers are responsible for client services within their area of operational responsibility, including management, quality, delivery, strategic relevance, development, financial planning and control, compliance, profile and reputation. They will have additional responsibilities allocated to them from time to time that may transcend service and geographical boundaries. They will assist with the development of BHT's strategic and corporate objectives, and for the delivery of objectives and plans.

## Responsible to

- Director of Services

## Responsible for

- Operational Managers

## Significant Working Relationships

- Clients
- BHT staff including members of the Executive Management Team
- Commissioners
- Funders
- Partners
- Policy makers
- Local agencies.

## Duties / Responsibilities

1. To be responsible for the co-ordination and effectiveness of client services in accordance with BHT's mission, aims and objectives, policies and practices.
2. To be responsible for the service area strategy, in conjunction with the Director of Services.
3. To be responsible for disciplinary matters, grievances and complaints.

4. To manage relationships with clients, commissioners, policy makers, politicians, and local agencies.
5. To be responsible for financial planning and budgetary control for any specific areas of responsibility.
6. To contribute to the preparation of BHT's Business and Corporate Plans and to ensure that service areas meet agreed performance measures and objectives.
7. To be responsible for implementing continuous improvement.
8. To ensure that meaningful client involvement is integrated within all services.
9. To assist in ensuring that services meet external statutory and regulatory obligations, internal controls and targets, and deliver innovative modern and client-focused services.
10. To uphold and promote BHT's commitment to awareness, empathy and a personal commitment to addressing equality and diversity issues.
11. To assist in ensuring that staff and other resources are efficiently used to deliver the strategic objectives of the organisation, with due regard for legal, regulatory and other requirements.
12. To assist with identifying and implementing new development opportunities.
13. To help ensure that BHT has a coherent, positive corporate identity.
14. To ensure that BHT is providing the best quality services, providing value for money.
15. To promote the organisation and develop its political relationships locally through partnerships with government departments, local authorities and key statutory and voluntary organisations.
16. To assist in identifying and interpreting changing trends in the external environment, to maximise their positive impact on the work of BHT.
17. To ensure that the services deliver a responsive approach to crisis management and support intervention, which may include the need for flexible working hours.
18. To participate in a Management on call rota as appropriate.

**It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.**

**For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.**

**Adherence to and ensure compliance with BHT's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.**

**Actively promote and live out BHT values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.**

**To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time".**

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**