

Role Profile Addendum

(to be completed for generic role profiles, mapped to multiple positions)

Please provide details specific to this position. While this information will not be used for job evaluation purposes, it will support processes such as recruitment and selection, salary supplements, performance management, and other relevant business processes.

Job Title:	Service Improvement Specialist
Role Profile Reference Number:	MUL 192
Role Profile Title	Service Improvement Specialist
Directorate	Housing & Public Protection
Service area	Strategic Housing and Partnerships

Specific responsibilities associated with this position

- Drive improvements in the performance of commissioned supported housing services.
- Promote national best practices within the homeless sector and support providers through learning and training initiatives.
- Collaborate closely with Housing's contracted providers to encourage innovation and the delivery of person-centred services.
- Identify opportunities to improve service throughput and improve customer outcomes, reducing the reliance on temporary and emergency housing.
- Assist providers in implementing and adhering to service improvement plans where development needs are identified.
- Monitor trends and themes to proactively identify risks
- Increase service efficiency and reduce dependency on costly temporary and emergency accommodation, contributing to significant cost savings for the local authority.

Specific person specification associated with this position

- Educated to A level standard or equivalent experience in a relevant specialist area
- Qualification or evidence of training in a care or housing related field.
- Proven experience in engaging and communicating effectively with members of the public and individuals from diverse professional and occupational backgrounds.
- Excellent interpersonal and communication skills, with the ability to liaise confidently with a wide range of stakeholders
- Demonstrated experience of partnership working with a multiple of agencies and service providers.
- Previous experience in a care or housing related field of employment.

Other requirements for this position

Use this section to identify other requirements for this position.

- DBS check - Basic level required
- Ability to speak fluent English
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own car is preferred.

For P & R Use Only:

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Date Saved: 22 December 2025