**Job Description**

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| **1. POST DETAILS** |
| Business Centre: | Housing |
| Division: |  |
| Post Number: | E0064 |
| Working Hours: | 37 |
| Grade: | SMA to SMB |
| Work Base: | Civic Offices  |
| Prepared/Agreed by: | Maggie Ward / Andy Vincent |
| Date: | November 2023 |

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| **2. ORGANISATIONAL RELATIONSHIPS** |
| Reports to: | Head of Housing Operations |
| Deputising Responsibility: | Head of Housing Operations as required |
| Directly Supervises: | 2 x Senior Area Housing Manager 1 x Senior Independent Retirement Living Manager  |
| Indirectly Supervises: | 4 x Area Housing Managers1 x Estate Services Team Leader 3 x Estate Services Staff 5 x Independent Retirement Living Managers 2 x Anti Social Behaviour Officer1 x Tenancy Support Officer4 Cleaners |

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| **3. JOB PURPOSE** |
| Management of the landlord services associated with management of the Council’s social housing stock including a temporary accommodation portfolio and leasehold management. Responsible for the collection of rental income, ensuring tenancies are managed legally, Anti-Social Behaviour is addressed and residents are provided with optimum customer service standards. Responsible for provision of Estate Services for communal areas either by directly employed staff or a contracted out service.  |

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| **4. OBJECTIVES** |
| 1. To lead the Tenancy Services team, setting a strategic vision agreed with senior management, incorporating this into annual Business and Service Plans to ensure provision of first class landlord services with a culture of continuous service improvement
2. To ensure that rental and service charge income is maximised with a proportionate and flexible approach to the process
3. To ensure that estate cleaning services are provided consistently, are of a high quality and that mechanisms are in place for monitoring this and collecting appropriate recharges from tenants and leaseholders.
4. Ensuring that all the policies, procedures and work practices are in line with current legislation, government guidance, meet the requirements of the Regulator of Social Housing and that residents are provided with the services and standards to which they are entitled under their Tenancy Agreement
5. Management of the Council’s response to Anti-Social Behaviour in HRA managed properties, ensuring that all reports of ASB are responded to in a timely and proportionate manner.
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| **5. MAIN DUTIES OF THE POST**1. Lead the council’s Tenancy Services Team ensuring that excellent levels of customer service and satisfaction are delivered through its main service areas: tenancy management, neighbourhood services, Independent Retirement Living, and leasehold management.
2. To provide innovative and dynamic leadership of the Housing Neighbourhood Services Team, ensuring that good practice is introduced and a culture of high quality service delivery and continuous improvement is embedded
3. Work alongside other teams within the Housing Business Unit, the wider council, and key external stakeholders to ensure that the council’s’ landlord function is delivered effectively and efficiently.
4. Manage team performance and deliver continuous improvements to meet the council’s strategic objectives as well as relevant legislative and regulatory requirements.
5. As part of the Housing Management Team, provide leadership which demonstrates the council’s values and promotes a unified approach to the delivery of council services.
6. Ensure policies and procedures are in place to maintain the Council’s income stream from rent, service charges, recharges, and ad hoc services as required. To ensure that income collection is prioritised with a performance management structure to identity service failures or issues
7. To instil a culture of early intervention and sustainment within the rent arrears process, ensuring delivery of these services is formalised and monitored through digitally recorded support plans.
8. To work with the Corporate Procurement section to ensure that all contracts and transactions within the Tenancy Services budgets are compliant with the Council’s Standing orders and represent value for money.
9. Promotion of the objectives of the Tenancy Engagement Strategy and a culture that promotes genuine engagement.
10. Management of the budgets associated with the Tenancy Services Team, to include participating in the annual budget setting process, monthly budget monitoring and reporting.
11. Ensuring a well-trained, motivated, and effective staff team is in place, which is committed to the Council’s objectives and values.
12. Effective use of the Council’s Performance Management framework to ensure all direct reports are consistently managed and motivated and contribute effectively to the service objectives, identifying collective and individual training needs.
13. To ensure operations comply with all statutory responsibilities including Health and Safety.
14. Ensure that Risk Assessment are completed as required for activities within the Tenancy Services Team and that processes are in place for visiting officers and lone working.
15. Carry out human resource activities associated with management and recruitment of staff, utilising the internal procedures, and liaising with HR as required on monitoring of attendance, sickness, and performance.
16. Ensure that use of the Council’s Digital Systems are optimised and those systems utilised by the Housing Neighbourhood Services Team are subject to regular review so that potential system improvements are brought forward for consideration within the business planning process.
17. Ensure there is compliance with Council’s adopted Information Governance Strategy and Policy and the various existing policies which relate to management of information. Ensure that staff within the HST have undergone training requirements related to GDPR and other statutory matters.
18. Keeping abreast of regulatory standards, performance standards, and best practice, ensuring policies and procedures reflect these.
19. To have responsibility for the operational activity of the Council’s Independent Retirement Living Schemes, ensuring that the Council’s Older Person’s Strategy is implemented within the HRA stock and that adequate support plans are in place, delivered and monitored for all IRL residents.
20. To manage the Council’s Mobile Home Park including a portfolio of mobile homes utilised as temporary accommodation.
21. Responsibility for ensuring that through the Council’s Financial Inclusion Strategy the Housing & Neighbourhood Services Team contribute to the provision of support plans for residents in need of additional sustainment or financial support .
22. Responsible for enforcement of the tenancy conditions including
23. Management of the Right to Buy process, ensuring applications are processed within required timescales.
24. Ensure that Anti-Social behaviour involving criminal activity is addressed
25. Management of a Tenancy Audit programme to ensure that properties are occupied by the legal tenants and that breaches of tenancies conditions are identified and addressed.
26. Promote partnership working, developing, and maintaining formal relationships with statutory, voluntary, and public sector agencies in order to achieve the Council’s aims and business objectives.
27. Where formal action is required liaise with the Council’s legal department to utilise internal resources or instruct external providers to ensure legal action is taken in a timely manner, ensuring that case management and progression is monitored and effective.
28. Performance Monitoring – to understand and evaluate service performance in relation to the standards and targets required. To implement action plans in order to improve service performance where required
29. Provide written reports including Business Cases for service innovations, performance, or policy updates, reports to the Council’s Housing Committee and attend meetings as required
30. Lead on the production of polices and procedures within the scope of the Tenancy Services Team and where required on cross department issues
31. Respond to communications from elected members and the Local Government and Housing Ombudsman services, legal representatives and other regulatory or advocate agencies as required.
32. To carry out all duties of this post in accordance with the relevant Association policies and procedures including Equal Opportunities Policy, Data Protection and Health and Safety.
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| *General**The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.* |

**Person Specification**

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|  | **Method of Assessment** |
|  | **App Form** | **Interview** |
| **Essential Qualifications** |  |  |
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| Educated to degree level or equivalent working experience. Full clean Driving Licence. | **√****√** |  |
| Professional qualification in Housing | **√** |  |
| **Desirable Qualifications** |  |  |
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| Management Qualification  | **√** |  |
| Evidence of extensive continual professional development | **√** |  |
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| **Essential Working Experience** |  |  |
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| Proven successful track record in Housing Management. Minimum of 3 years multidisciplinary line management responsibility. Experience of managing rent collection  | **√****√** | **√****√** |
| A track record of developing & implementing delivering continuous improvement in service delivery, and improved outcomes. | **√** | **√** |
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| **Desirable Working Experience** |  |  |
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| Experience of working for a Local Authority landlord Experience of managing older persons housing  | **√****√** | **√****√** |
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| Performance management in a target driven environment Accomplished analytical & decision making skills Excellent verbal & written communication, including report writingExperience of leading & managing effective service delivery | **√****√****√** | **√****√****√** |
| Knowledge of risk management methodology and techniquesAbility to translate national policy direction and strategic objectives into practical local plans and action.Experience of partnership working both internally and externally, and of quickly establishing trust and credibility Proven ability to work effectively in a political environment and establish effective working relationships with members | **√****√****√****√** | **√****√****√****√** |
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| **Desirable Skills/Attributes** |  |  |
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| **Essential Personal Qualities** |  |  |
| Performance and person focused. Motivation and enthusiasm. Understanding and appreciation of customer care. Team player Ability to work under pressure. Resilient in high pressure situations.  |  | **√** |
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| **Desirable Personal Qualities** |  |  |
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| **Other Requirements** |  |  |
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| Full Driving Licence and access to a vehicle you can use for work (mileage allowance payable).  | **√** |  |
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