

Job Profile

Job Title	Housing Manager (Private Sector)
Reports to (job title)	Housing Partnership Manager (MMR)
Job Reference No.	HOMEJD1097

The job in a **nutshell...**

Our Housing Managers are on the front-line to helping us to achieve our goals of providing safe homes and communities where people chose to live, and ensuring our income is maximised in our factored and mid-market rented portfolio. It's about delivering impeccable customer service, achieving this by connecting stakeholders across and outside the business to make sure that we deliver our customer promise to our customers.

What **success** will look like...

We're all about the people, and this means our key measures of success for our factored and mid-market rented properties is for all of our customers to have safe places to live that they're proud to call home, and importantly, that they're living in thriving communities too. You'll be achieving this by being a real self-starter, well able to manage the range of tasks that this busy role is accountable for, including: income maximisation, repairs fulfilment; estate and repairs inspections; and fire safety. You will have a good understanding of housing legislation related to the factoring and mid-market service.

This role is very much on the frontline, and being in-tune to local priorities and so the customers' voice is key to success in this role: contributing to brilliant local area plans, being accessible, ever-better customer satisfaction levels, and swift and effective complaint resolution are what you'll be known for. You'll be regularly demonstrating that you're a true advocate for meaningful involvement from our customers in consultations and other areas where their participation is needed and is crucial to our success.

Collaboration is key to achieving our success. You'll be winning at this by ensuring there's a joined-up approach to serving the communities we're supporting. This means working closely with internal and external stakeholders (including our colleagues in the Customer Service Centre, Maintenance and Health & Safety and with our legal team) to ensure we're ahead of the curve with addressing queries and ensuring we fulfil our agreement with customers to provide safe homes, as well as with adapting to the ever-evolving law and push for greener

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homes and communities. You'll be well able to connect the people that need to be involved to resolve any delays swiftly, using your great ability to communicate and engage with others.

The role is all about the people, and the monitoring of success, best practice and lessons learned is from data and key performance indicators (KPIs) and achieving them. It's about using the data to identify trends, emerging risks, resolutions and celebrating and sharing success and lessons learned. You'll have an eye for both the bigger picture as well as for the detail. It means that if we need to go down the legal route where all other options have been exhausted, the paperwork and other evidence you produce will enable us to have a confident and credible representation in First Tier Tribunals or court, providing a robust and outcome-focussed service.

In addition to ensuring we provide the best possible customer service, being commercial also means ensuring we maximise our income. You'll be well on top of minimising and proactively addressing factoring arrears by ensuring from tenancy sign up that our customers have full understanding of their rights and responsibilities. It also means that you'll have great engagement and signposting to our financial inclusion team so help ensure that customers have the maximum income available to them too, which will in turn help our own. Where necessary, you'll also be ensuring that recovery for any former debt is handed over to the appropriate team. You'll also ensure the registering of sales with the Scottish regulator, keeping them up to date with factoring, advising of debts outstanding and removing legal restrictions on the property to enable the sale to go through.

We're keen to continue to grow and develop as a housing association, and you'll be very much promoting us being a landlord of choice in the communities and other stakeholders that you're working with. For example, you'll also be a well-trusted partner for our colleagues in Development. You'll also, be a close and trusted partner with our external partners, including contractors, the police, fire service, solicitor and local authority strategic housing services.

You may also be providing excellent leadership and/or working closely with our Housing Assistants. You'll be our subject matter expert in factoring, sharing your great wisdom and insights to support other colleagues' development and practice.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives <ul style="list-style-type: none"> •Listening to customers to understand their needs. •Recognises each customer as different and adopt a personal approach. •Advocate for our customers regardless of who they are. 	Factoring Experience with knowledge of legislation and the regulatory framework <ul style="list-style-type: none"> •Including arrears, invoicing and reconciliation processes.
We are self-starters <ul style="list-style-type: none"> •Be well organised. •Be proactive. <ul style="list-style-type: none"> •Strive to get it right first time 	Estate and property management experience of communal areas <ul style="list-style-type: none"> •Including processing of sales, service charge consultation and setting. Interpretation and application of Title Deeds.
•We have a win-win mentality <ul style="list-style-type: none"> •Listen to what others want and need and consider this when deciding what to do. •Reach for the sky, be positive and solutions focused. •Takes ownership of joint issues and sees them through to resolution. 	•Experience in a customer focused role

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

<ul style="list-style-type: none"> • Experience of safeguarding vulnerable adults and children, including in a multi-agency approach. • Flexibility is key: you'll need to be happy to travel and whilst the role is focused on • Factoring services, you're comfortable working with our team who provide services to our Mid-Market customers who also provide Housing Management services. • Tech savvy, you'll be comfortable with our digital first approach, and confident in the use of IS systems • You'll need a full driving licence and have access to your own vehicle • Factoring Qualification or willingness to work towards this. • Longer term, willingness to work towards MMR Housing Qualification as part of the wider team. 	
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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

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Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☐ Yes ☒

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☐ Frequent ☒

This role requires a DBS check No ☐ Yes ☒

Basic ☐ Standard ☒ Enhanced ☐

