

Job Profile

Job Title	Housing Manager
Reports to (job title)	Operations Manager
Job Reference No.	HOMEJD404

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 maximisation in our rented and leasehold 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 rented and leasehold 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: allocations and lettings; anti-social behaviour (ASB); repairs fulfilment; estate and repairs inspections; arrears; and fire safety. You will ensure that all reports of anti social behaviour, including noise, are handled under the good neighbourhood management policy as part of our housing service provision duties.

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: 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 (such as consultation on local service charges) and absolutely crucial to our success.

You'll also be identifying when customers have need for additional or specialist support or arrangements in place so that they can continue to live in their homes as long as they need them. You'll have great working relationships with the teams and people needed to get aids and adaptations in place asap, and it also means that you'll be signposting customers to the

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external organisations where the support they need is outside of our service offer. It will also mean that you're considerate of people with particular vulnerabilities and taking appropriate and swift action to address and escalate safeguarding issues.

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) 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 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 eviction 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 court and at evictions, providing a robust and outcome-focussed service.

In addition to ensuring we provide the best possible customer service, being commercial also means about ensuring we maximise our income. You'll be well on top of minimising and proactively addressing rent and service charges arrears by ensuring from tenancy sign up that our customers have full understanding of their rights and responsibilities as a tenant or leaseholder. 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 tenant debt is handed over to the appropriate team. We also want to ensure that our void properties are turned around so they can be great places to live for the next customers and so that we don't miss out on income that we can reinvest into supporting our communities. You'll be confident that we can credibly Tell Customers Where Their Money Goes in your patch.

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, ensuring that our new homes are let in line with our targets. You'll also, be a closer and trusted partner with our external partners, including contractors, the police, fire service and local authority strategic housing services.

Depending on your location, you may also be providing excellent leadership to a small team (such as Community Housing Assistants; Supported Housing Management Coordinators; Apprentices; Cleaners; Handypersons) or being a subject matter expert for a particular area of specialism (e.g. ASB, income management), 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
<ul style="list-style-type: none">•We get where our customers are in their lives•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.•We are self-starters•Be well organised.•Be proactive.•Strive to get it right first time.•We have a win-win mentality•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.	<ul style="list-style-type: none">•Tenancy Management experience•Including arrears, anti-social behaviour, tenure (including shared ownership) and sustaining tenancies.•Estate and property management experience•Including void management, allocations, service charge-consultation and setting.•Experience in a customer focused role

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

- 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 housing management tasks in our rented portfolio, you're comfortable working across rented, supported and leasehold assets
- 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
- Chartered Institute of Housing Level 3
- Willingness to work towards a professional coaching qualification

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.

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 ☒... around 1-3 direct reports (where required)

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

Occasional ☐ Regular ☐ Frequent ☒



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