Logo, company name

Description automatically generated

**ROLE PROFILE**

**Regional Housing Manager**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Grade** | | **Contract Type** | |  |  | | |
| **Role Overview** | | |
| **E** | | **Regional Worker** | |  |  | **Deliver Housing Management and Allocation Services for circa 4,000 General Needs properties, maximising property performance and achievement of the overarching vision of Your Housing Group.** |  |
|  | | | |  |
| **Head of Service** | | | |  |
| 🡻 | | | |  |
| **Service Manager** | | | |  |
| 🡻 | | | |  |
| **Regional Housing Manager** | | | |  |
| 🡻 | | | |  |
| **Tenancy Management Officers** | | | |  |
|  | | | |  |
| **Department** | | | |  |
| **Housing Services** | **🡺** | | **Housing Management Team** |  |

**RESPONSIBILITIES**

**ACCOUNTABILITY**

**CREATIVITY**

**PRIDE**

**PASSION**

**Our values**

|  |  |
| --- | --- |
|  | Ensure a consistent and customer focused service is delivered across a range of housing management areas including Allocations, Tenancy and Neighbourhood Management, Compliance Inspections and Resident Engagement. |
|  | Effective leadership of the Regional Housing Management Teams ensuring Key Performance targets are set, managed, and delivered, providing statistical/data evidence to aid effective report writing. |
|  | Regional budget monitoring with area of operation including the provision of neighbourhood improvement and tenancy enhancement budgets  Implement a suite of Neighbourhood Plans in partnership with key internal and external stakeholders. |
|  |  |
|  | Deliver the Allocations and Lettings service for the region, working collaboratively with Fix360 and the Group’s Asset Team to reduce void rent loss and ensure homes meet the required standards. |
|  | Work with customers to minimise and resolve issues and complaints, liaising with the internal departments to resolve escalated complaints as required. |
|  | Ensure that the service meets the statutory and regulatory requirements including the Group’s duty to co-operate in its capacity as a landlord in all relevant aspects of Safeguarding Children and Vulnerable Adults. |
|  | Support procedure development to ensure the Group’s processes associated with Lettings, Tenancy and Neighbourhood Management meet legal requirements and best practice. |
|  | Insert key responsibilities of the role |
|  | Undertake additional duties appropriate to the role and/or grade. |
|  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strong planning, negotiation, problem solving and analytical skills |  |  | Excellent IT skills with proficiency in Microsoft Office |
|  |  |  |  |  |
|  | Demonstrable ability to effectively engage with business stakeholders within the organisation |  |  | Ability to work autonomously with minimal supervision |
|  |  |  |  |  |
|  | Clear and articulate communication skills, both written & verbal |  |  | Excellent relationship building skills |
|  |  |  |  |  |

**ESSENTIAL REQUIREMENTS**

**STRENGTHS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Experience of managing a regional team, delivering diverse Housing and Neighbourhood Management, Allocations and Tenancy Enforcement services |  |  | Ability to set targets and monitor performance |
|  |  |  |  |  |
|  | Demonstrable experience of delivering a high performing service |  |  | GCSE Maths and English (or equivalent) |
|  |  |  |  |  |
|  | Ability to building strong working relationships with external stakeholders and partners. |  |  | Ability to create an environment where teams are empowered to put customers first |

**BENEFICIAL TO THE ROLE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Full UK Driving License & use of a vehicle |  |  | Resilience and the ability to lead teams through periods of change. |
|  |  |  |  |  |
|  |  |  |  | Abc qualification |
|  |  |  |  |  |
|  | Social Housing experience |  |  | Additional relevant abc qualification |

