

**ROLE PROFILE**

**Regional Housing Manager**

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| **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.** |  |
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| **Head of Service** |  |
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| **Service Manager** |  |
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| **Regional Housing Manager** |  |
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| **Tenancy Management Officers** |  |
|  |  |
| **Department** |  |
| **Housing Services** | **🡺** | **Housing Management Team** |  |

**RESPONSIBILITIES**

**ACCOUNTABILITY**

**CREATIVITY**

**PRIDE**

**PASSION**

**Our values**

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|  | 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 budgetsImplement a suite of Neighbourhood Plans in partnership with key internal and external stakeholders. |
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|  |  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. |
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|  | Strong planning, negotiation, problem solving and analytical skills |  |  | Excellent IT skills with proficiency in Microsoft Office  |
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|  | Demonstrable ability to effectively engage with business stakeholders within the organisation |  |  | Ability to work autonomously with minimal supervision  |
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|  | Clear and articulate communication skills, both written & verbal |  |  | Excellent relationship building skills |
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**ESSENTIAL REQUIREMENTS**

**STRENGTHS**

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|  | Experience of managing a regional team, delivering diverse Housing and Neighbourhood Management, Allocations and Tenancy Enforcement services |  |  | Ability to set targets and monitor performance |
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|  | Demonstrable experience of delivering a high performing service |  |  | GCSE Maths and English (or equivalent)  |
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|  |  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**

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

