

ROLE PROFILE

Job Title: Regional Manager	Reports to: Service Manager – Housing Operations	Department: Housing & Customer Services	Team: Housing Management	Grade: E
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<p>Job Purpose:</p> <p>Deliver Housing Management and Allocations Services for circa 4,000 General Needs properties, maximising property performance and achievement of the overarching vision of Your Housing Group.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability <p>Leadership Pillars:</p> <ul style="list-style-type: none"> • Authenticity • Strategic Thinking • Innovation • Resilience • Inspirational Leadership
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Key Responsibilities:

1. Implement effective and efficient, new ways of working that complement the Group's objectives of Customer First within the Housing Management, Tenancy Enforcement and Lettings functions.
2. To ensure a consistent and customer focused service is delivered across a range of housing management areas including; Anti-Social Behaviour (ASB), Allocations, Tenancy and Neighbourhood Management, Compliance Inspections and Resident Engagement.
3. 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.
4. Regional budget monitoring with area of operation including the provision of neighbourhood improvement and tenancy enhancement budgets
5. Implement a suite of Neighbourhood Plans in partnership with key internal and external stakeholders.
6. 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.
7. Ensure lettings comply with the Group's Access to Housing policy, any associated local letting plans and appropriate processes are in place for nominations.
8. 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.
9. Work with customers to minimise and resolve issues and complaints, liaising with the internal departments to resolve escalated complaints as required.
10. Respond to all complaints and local Councillor and MP enquiries, within designated service level agreement timescales.
11. Ensure all accommodation within Regional Neighbourhoods are effectively and efficiently managed.
12. Tenancy Engagement Champion for their areas working with tenant groups, local authority councillors, property professionals and other support and welfare organisations, including social workers and external partners.
13. Support procedure development to ensure the Group's processes associated with Lettings, Tenancy and Neighbourhood Management meet legal requirements and best practice.
14. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Budget Management • Excellent Knowledge of housing legislation, tenancy / housing management principles and sector best practice • Good knowledge of current legislation and best practice, in relation to Anti-Social Behaviour and Safeguarding • Good understanding of the standards set out in the Government's Social Housing White Paper 	
Skills	<ul style="list-style-type: none"> • Resilience and the ability to lead teams through periods of change. • Ability to building strong working relationships with external stakeholders and partners. • Ability to create an environment where teams are empowered to put customers first • Strong planning, negotiation, problem solving and analytical skills • Excellent communication skills both written and verbal • Ability to set targets and monitor performance 	<ul style="list-style-type: none"> • Advanced level of IT literacy

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of managing a regional team, delivering diverse Housing and Neighbourhood Management, Allocations and Tenancy Enforcement services • Demonstrable experience of delivering a high performing service • Experience of budget setting and financial control 	<ul style="list-style-type: none"> • Experience of delivering and developing a digital by default solution
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Degree (or equivalent level of experience) Member of the Chartered Institute of Housing (CIH)

People Management Responsibility?	Line management responsibility, including coaching, development and performance management
Budgetary Responsibility?	Budgetary responsibility
Key Relationships (internal/external)	Housing and Customer Services Management Teams, Heads of Service and Service Managers across the Group including Asset Management, Fix 360 and Development; external partners - Local Authorities
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

Key Role Performance Indicators
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| <ol style="list-style-type: none">1. All housing / neighbourhood management, lettings and ASB key performance indicators are delivered within the agreed % targets2. All relevant procedures are reviewed in accordance with timetable, are fit for purpose and consistent with all public facing information3. Manage operation in line with budget adhering to Operational Standing Order's4. 100% complaints tasks assigned to be resolved within Service Level Agreements5. PDR's to be completed effectively in line with Company Service Level Agreements |
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Date Role Profile Created/Updated:

June 2021
