

Service Manager Housing Operations South

Grade

D

Role Overview

Deliver housing management and allocations services for circa 10,000 general needs properties across Merseyside, Cheshire and Staffordshire Moorlands, maximising property performance and achievement of the overarching vision of Your Housing Group

Operating lead for Allocations and Lettings, associated KPI's and performance reporting.

Director of Housing & Customer



Head of Housing



Service Manager Housing Operations South



Regional Housing Manager x 3

Department

Housing &
Customer Service

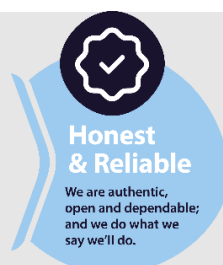


Housing
Management

RESPONSIBILITIES

- Effective leadership of the Group's South Region Housing Management Teams ensuring Key Performance targets are set, managed and delivered including the writing and presentation of any required reports.
- Oversee the implementation and embedding of 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.
- Operational lead for Housing Management, Tenancy Enforcement, Allocations and Lettings and Estate / Building compliance inspections within the South Region.
- Develop and ensure the implementation of a suite of Neighbourhood Plans in partnership with key internal and external stakeholders.
- Develop the Allocations and Lettings service, working collaboratively with Fix360 and the Group's Asset Team to reduce void rent loss and ensure homes meet the required standards.
- Ensure Lettings comply with the Group's Access to Housing Policy and any associated local letting plans and appropriate processes are in place for nominations.
- Ensure 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.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Ensure all accommodation within Regional Neighbourhoods are effectively and efficiently managed and strategies are implemented enabling customer involvement throughout the Group.
- Operational lead and subject matter expert (SME) responsible for Allocations and Lettings, associated KPI's and performance reporting.
- Manage the Profit and Loss account for Housing Management, Tenancy Enforcement, Allocations and Lettings and Estate / Building compliance inspections within the South Region, implementing a performance framework to maximise efficiencies.
- Ensure all complaints and local Councillor and MP enquiries, are responded to within designated service level agreement timescales.
- Participate in the Group's Housing Management out of hours on-call rota.

STRENGTHS

- Undertake additional duties appropriate to the role and/or grade.
- Ability to produce clear well-structured reports to aid effective decision making
- Ability to build strong working relationships with external stakeholders and partners
- Excellent planning, negotiation, problem solving and analytical skills
- Resilience and the ability to lead teams through periods of change
- Ability to create an environment where teams are empowered to put customers first

ESSENTIAL REQUIREMENTS

- ✓ Strong understanding of current legislation and best practice in relation to Allocations and Lettings, Anti-Social Behaviour and Safeguarding
- ✓ Experience of leading successful teams
- ✓ Previously operated at a senior management level within a Registered Provider Environment
- ✓ Demonstrable experience of delivering a high performing service
- ✓ Excellent understanding of current requirements upon Registered Providers in relation to Social Housing, lettings, Tenancy Enforcement, Housing and Leasehold Management
- ✓ Comprehensive understanding of the Regulatory Consumer Standards
- ✓ Experience managing a large team, delivering diverse Housing and Neighbourhood Management, Allocations and Tenancy Enforcement services
- ✓ Experience of budget setting and financial control

- ✓ Experience of designing and shaping services

- ✓ Degree (or equivalent level of experience)
Member of the Chartered Institute of Housing (CIH)

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License and use of a vehicle
- ✓ An understanding of social value and risk/performance management frameworks
- ✓ Advanced level of IT literacy
- ✓ Experience of delivering and developing a digital by default solution
- ✓ Experience of writing and presenting Board / Committee papers

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