

Housing & Customer Service Manager - OPS



Role Overview

Oversee the delivery of strong, high quality, customer focused and proactive housing management and support services across an agreed region including sheltered housing and retirement living with mixed tenures.

Maximise the contribution of others through effective leadership and excellent customer service.

This post is subject to a BASIC DBS check

RESPONSIBILITIES

- Ensure that key performance targets relating to voids, allocations, tenancy and leasehold management, and customer safety and wellbeing are met, ensuring that services are delivered in line with procedures and in collaboration with colleagues from asset management and other teams.
- Lead for YHG on allocations for your area, working closely with care teams, partners and local authorities to achieve targets and maximize income, attending allocations panels where required.
- Management of the budget and services for your area, delivering value for money, and complying with procedures and standing orders.
- Effective people management, ensuring service delivery standards are maintained, and appropriate levels of staffing are available at all times to meet business need.
- Create and maintain a positive climate for resident engagement within the area, leading on scheme meetings and resident committee groups, working with your team to develop and manage action plans. Listen to and respond to feedback in line with our customer values and business priorities.
- Ensure your area complies with health and safety and safeguarding legislation, seeking out good practice, and complying with procedures.
- Build and maintain successful relationships with all stakeholders that are key to the delivery of the service. Respond to queries from local Councilors and customer complaints within the area, within required procedures.

Our values

Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.

Caring

We show kindness and consideration to our customers and each other.

Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Support the Service Managers in the development and delivery of effective and efficient new ways of working that complement the Group's objectives of Customer First. Support colleagues across the wider team and deputies for the Service Managers.
- Participate in the Group's Housing Management out-of-hours on-call Rota.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to produce clear, well-structured information to aid effective decision making
- ✓ Demonstrable ability to effectively engage with internal and external stakeholders and key partners
- ✓ Ability to create a positive and resilient team, listening to customers and putting them first
- ✓ Excellent IT skills with proficiency in Microsoft Office and Excel
- ✓ Ability to work autonomously with minimal supervision
- ✓ Ability to communicate at all levels and appropriate to the customer's needs

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of housing management legislation and housing/tenancy management principles including managing safety and risk within communal buildings
- ✓ Proven experience of managing a dispersed team of people
- ✓ Full UK Driving License and use of a vehicle
- ✓ You must be willing to study for the CIH Level 4 qualification or equivalent.
- ✓ Experience working in a specialist, high performing team, achieving performance targets, whilst delivering outstanding services
- ✓ GCSE Math's and English (or equivalent)
- ✓ Experience of delivering excellent customer service

BENEFICIAL TO THE ROLE

- ✓ Member of the Chartered Institute of Housing