

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 maximise 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 Councillors 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**

