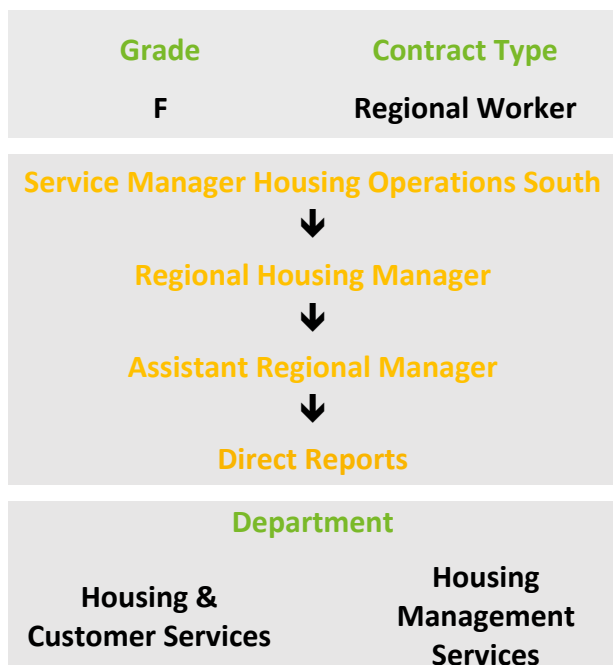


ROLE PROFILE

Assistant Regional Manager



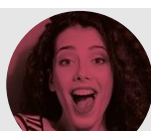
Role Overview

To manage the voids and lettings process, gas access process, block inspections and other housing administration tasks for the regional housing team.

RESPONSIBILITIES

- Responsible for the management of voids and lettings performance, ensuring void times are minimised.
- Lead the Compliance and Facilities Officers ensuring that all compliance inspections are completed within target and all communal block inspections are completed and accurately recorded.
- Lead the Lettings Agents to ensure efficient performance and minimise void times within the region.
- Develop effective relationships with voids contractors to ensure that we are completing void works to the relet standard and are minimising the time a property is empty.
- Manage the Choice Based Lettings (CBL)/Local Authority allocations' processes within the region, ensuring nominations agreements are met.
- Responsible for the administration of housing applications as part of our CBL arrangements, ensuring that applications are processed, application queries and any reviews are completed in line with policy and process.
- Ensure that CORE (Continuous Recording of Lettings and Sales) returns for the Region are completed accurately and on time.
- Ensure that finance purchase orders, invoices and sundry payments are processed in a timely manner and in accordance with the Group's Operational Standing Orders (OSO's)
- Accountable for the Region's gas access process, ensuring the administration team are contacting all gas access cases to minimise any legal actions.

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

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

- Respond to queries from local Councillors and stage 0 complaints within the Region, within required timescales.
- Support and deputise for the Regional Manager.
- Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported
- Undertake additional duties as appropriate to the role and/or grade.

STRENGTHS

- ✓ Experience of leading, performance managing and motivating teams in a high-performance culture
- ✓ Experience of delivering exceptional service to a diverse range of customers through others
- ✓ Experience of managing performance and getting the best out of individuals and teams. Ability to inspire others
- ✓ Strong organisational skills, with the ability to manage own workload
- ✓ Ability to present information in a clear and concise way to senior managers and other stakeholders, to support and influence decision-making
- ✓ Highly self-motivated with the ability to plan and work effectively without high levels of supervision

ESSENTIAL REQUIREMENTS

- ✓ Experience of managing voids and lettings processes.
- ✓ Excellent ICT skills including MS Word and Excel
- ✓ Proven experience managing and prioritising resources effectively to meet demand
- ✓ Ability to analyse data and draw conclusions to improve performance
- ✓ Proven budget management skills
- ✓ Demonstrable ability to meet targets in a performance focused environment
- ✓ Excellent knowledge of Microsoft Office.
- ✓ Aware of best practice in safeguarding adults and children

BENEFICIAL TO THE ROLE

- ✓ Experience of working in social housing
- ✓ CIH Qualification
- ✓ Experience of working with Local Authorities and Choice Based Lettings Schemes in respect of Social Housing allocations
- ✓ Experience of managing agile workers