

ROLE PROFILE

Job Title:	Reports to:	Department:	Team:	Grade:
Assistant Regional Manager	Regional Manager	Housing & Customer Services	Housing Management	F

Job Purpose: Manage the housing administration function including lettings administration, gas access process and other administration tasks for the regional team.	Competencies: <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability Leadership Pillars: <ul style="list-style-type: none"> • Authenticity • Strategic Thinking • Innovation • Resilience • Inspirational Leadership
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Key Responsibilities:

1. Responsible for the management of voids and lettings performance, ensuring void times are minimised.
2. 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.
3. Lead the Lettings Agents to ensure efficient performance and minimise void times within the region.
4. 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.
5. Manage the Choice Based Lettings (CBL)/Local Authority allocations' processes within the region, ensuring nominations agreements are met.
6. 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.
7. Ensure that CORE (Continuous Recording of Lettings and Sales) returns for the Region are completed accurately and on time.
8. 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).
9. Accountable for the Region's gas access process, ensuring the administration team are contacting all gas access cases to minimise any legal actions.
10. Respond to queries from local Councillors and stage 0 complaints within the Region, within required timescales.
11. Support and deputise for the Regional Manager.
12. Undertake additional duties as appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Good understanding of social housing allocations processes and legislation • Good knowledge of compliance obligations in respect of gas access, communal inspections and fire risk actions • Aware of best practice in safeguarding adults and children 	
Skills	<ul style="list-style-type: none"> • Demonstrable ability to meet targets in a performance focused environment • Strong organisational skills and the ability to manage own workload • Ability to use a wide range of software systems including MS Office • Ability to build and maintain effective working relationships 	<ul style="list-style-type: none"> • Proficient in the use of CRM and Orchard Housing
Experience	<ul style="list-style-type: none"> • Experience of leading a team within a housing environment 	<ul style="list-style-type: none"> • Experience of working with Local Authorities and Choice Based Lettings Schemes in respect of Social Housing allocations
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Full UK Driving License and access to own vehicle

People Management Responsibility?	Line management responsibility, including coaching, development and performance management
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	Tenancy Management Officers, Tenancy Sustainability Officers, Income Management Team, Money Advice Team and Fix360 and external voids contractors. Local authorities and other registered social housing providers
Safeguarding of Children Young people and Vulnerable Adults 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.	

Key Role Performance Indicators	
<ol style="list-style-type: none"> 1. Void properties are re-let within 18 days. 2. 100% of CORE returns are completed. 3. Gas access cases are all contacted once cases reach 35 days and passed to Tenancy Management Officers if required. 4. 100% of communal inspections are completed in line with agreed frequency. 5. 100% of stage 0 complaints are closed within timeframe. 6. eFinance invoices, purchase orders and sundry payments are processed in line with the Group's Financial Standing Orders (FSO's). 	

Date Role Profile Created/Updated:	February 2021
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