

## ROLE PROFILE

<b>Job Title:</b> Property Agent Team Leader	<b>Role Reports to:</b> Property Manager North	<b>Business Function:</b> Core Operations Team North	<b>Grade:</b> F
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<p><b>Job Purpose:</b></p> <p>Work collaboratively with the Central Lettings, Income Management and wider Operate teams to lead on developing and implementing the delivery of efficient agile working property services in line with the Group's operating model.</p> <p>Responsible to support and manage a number of agile working property agents delivering customer facing lettings and tenancy management services including void, lettings, compliance, anti-social behaviour and income management visits.</p>	<p><b>Key Competencies:</b></p> <ul style="list-style-type: none"> <li>• Flexibility and Resilience</li> <li>• Meeting Customer Needs</li> <li>• Interpersonal Understanding</li> <li>• Results Focus</li> <li>• Leadership</li> <li>• Problem solving and Decision Making</li> <li>• Impact and Influence</li> <li>• Building Relationships</li> </ul>
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#### **Key Responsibilities:**

1. Lead on the delivery of efficient and effective customer facing services including voids, lettings, arrears and anti social behaviour – achieving key performance indicators.
2. Responsible for locally co-ordinating inspections and responding to breaches of tenancy in relation to communal inspections, gas servicing and fire risk assessments and where appropriate other statutory repairs and compliance, working with colleagues to effectively manage risk and ensuring compliance requirements and service standards are maintained.
3. Effectively manage risk, identify and report any issues/breaches relation to Health & Safety and to actively promote a safe working environment for all. Ensure staff under supervision perform their duties with due regard to YHG Health & Safety policies and procedures.
4. Work with colleagues in the Central Lettings and Income Management Teams to maximise income and promote value for money through lettings performance, void turnaround and arrears management.
5. Coach and develop staff delivering customer facing services providing effective performance management. Provide cover for the Property Manager where necessary including line management.
6. Adhere to safeguarding policy and procedure at all times and where appropriate refer customer at risk to relevant and appropriate agencies /Local authority (LA).
7. Support delivery of an effective and efficient repairs service, supporting access where required and contribute to a reduction in repairs costs.
8. Support delivery of an effective and efficient Income Collection service, ensuring arrears visits are completed as required, customers are signposted where appropriate, liaising with Debt Collection Managers to facilitate the collection of rents and ensuring support in the process to recover possession where necessary.
9. Proactively contribute to the overall strategic direction of the directorate and wider organisation supporting development and implementation of corporate policy and procedures, supporting agile working, service improvement initiatives such as digital by default and customer involvement such as CIPS & CAPS
10. Ensure Financial Standing Orders are followed at all times, manage budget within target, contribute to EBITDAS and demonstrate value for money.
11. Complaint Handling - To support the groups approach to capturing and responding to customer feedback by taking a lead in pro-actively minimising and assisting in the resolution of complaints.
12. Represent YHG at appropriate meeting where there is a direct business benefit to the Organisation.
13. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Housing legislation, tenancy / housing management and sector best practice</li> <li>• Commercial awareness to identify and support development of new products and services including digitalisation</li> <li>• Good understanding and management of compliance, health safety and risk</li> </ul>	<ul style="list-style-type: none"> <li>• Budget management and demonstration of value for money</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal communication skills</li> <li>• Ability to set and achieve targets and monitor performance of self and others</li> <li>• Proven planning, co-ordinating and organisational skills</li> <li>• Excellent IT skills</li> <li>• Ability to adapt to change in a quickly changing environment</li> <li>• Ability to solve problems – to be flexible and adaptable and able to respond to situations creatively</li> <li>• Ability and willingness to make a positive contribution to team culture and to inspire and gain the confidence of others</li> </ul>	
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Experience in managing and leading people in an agile working environment</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Professional Housing Qualification</li> </ul>

<b>People Management Responsibility?</b>	This role has line management responsibility, including coaching, development and performance management.
<b>Budgetary Responsibility?</b>	This role has no budgetary responsibility
<b>Key Relationships (internal/external)</b>	
<p><b>Safeguarding of Children Young people and Vulnerable Adults</b></p> <p>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.</p> <p>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.</p>	

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1. Ensure 100% of complaints are responded within timescale,</li> <li>2. DIF 2 managers must ensure that all Datix case and managed within approve time scale</li> <li>3. Ensure 90% of review visits are completed by team</li> <li>4. Monitor and report any beaches in relation to health and safety in management area</li> <li>5. Operate within the agreed budget for region</li> </ol>

<b>Date Role Profile Created/Updated:</b>	<b>August 2019</b>
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