

Job Title: Area Housing Manager
Grade: Band Five
Reports to: People and Place Lead

Location/Part of Business: Sutton

Purpose: Working together to deliver homes and communities where residents feel happy and secure.

Values: High Performing, One Team, Make it Happen and Excellent Customer Service.

Responsibilities & Outcomes	Skills & Experience	Expectations
<p>Key responsibilities:</p> <ul style="list-style-type: none"> • Provide a clear pragmatic and customer centred housing management services on behalf of SHP and the Council to residents via operational Hubs. • Be an operational lead for your designated patch / locality who will lead in providing a customer focused service in all areas of housing management. • Lead, motivate and inspire a team of generic frontline Housing Managers in delivering an exceptional customer experience, while still maximising operations results. • Management and supervision of staff (ie managing sickness, poor performance etc) with the emphasis on providing a modern and flexible service that results in positive outcomes for residents / customers. • Provide operational oversight in ensuring that the teams casework is upto date and being carried out inline with current policies & procedures / best practice. • Taking the lead in ensuring SHP's Health & Safety policies are observed so that 	<p>Essential:</p> <ul style="list-style-type: none"> • Extensive track record of managing a team in a similarly large and complex organisation. • Tenancy & estate management dealing with complex and challenging cases with the ability in delivering a range of housing services to residents across varied tenure types. • Excellent communication skills with the ability to influence at all levels • Ability to prioritise, make decisions and provide clear leadership for staff, • Ability to influence and negotiate with decision makers, both within and outside the organisation. • Experience of motivating, coaching and developing staff within dispersed teams. • Good understanding of housing and landlord regulatory and compliance requirements <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to work confidently with IT software packages , eg Google, Microsoft Word, Excel etc and bespoke Housing Management Systems. 	<ul style="list-style-type: none"> • To lead by example, to motivate and manage a multi-disciplinary place based team responsible for delivering SHP's New Deal Outcomes, excellence, solution to problems and value for residents • Ensure team and individual staff development needs are identified, training put in place and that performance targets are met. • Manage supplier contracts to ensure value for money and demonstrate partnership working. • To achieve SHP's corporate targets and Housing Management/New Deal service plan targets, ensuring continuous improvement and implementing Value for Money • To be responsible for the supervision, direction and development of all direct reports, to manage sickness absence, poor performance, disciplinary/grievance cases and recruitment panels as required • Ensure the recovery of all HRA based rents and other revenue streams within the Area Neighbourhoods. • Ensure SHP meets its statutory obligations including requirements towards residents, staff and assets. <p>Jobholders are required to undertake any other duties within their capabilities as may be reasonably required.</p>

<p>homes and estates are safe places to live and maintained to a high standard for our customers</p> <ul style="list-style-type: none"> ● Lead responsibility for a housing operational area / theme e.g. income collection, voids and allocations, customer engagement, anti-social behaviour, estate services etc. ● To play an active role in setting and communicating the direction of the service through the development and delivery of the operational plans, individual team and service objectives ● To undertake quality, financial and management monitoring across area of responsibility, ensuring that resources are managed within budget. ● Ensure partnership working with other relevant services to deliver a holistic housing management service (irrespective of tenure), ie repairs & maintenance teams, Benefit services, social services, estate services etc ● To monitor complaints ensuring that timescales are met and lessons learned to improve the service. ● Maintain a working knowledge of all relevant policies, procedures and legislation that affect services provided to residents ● To assume any other reasonable functions, duties and responsibilities as requested by the employing department which are within the reasonable competence of the post holder. 	<ul style="list-style-type: none"> ● Improve outcomes for SHP residents by providing a customer oriented place based housing management service in line with SHP/ Council's values and objectives 	
	<p>Qualifications:</p> <p>GCSE Qualification(Including Maths & English)</p>	
	<p>Driving License</p>	<p>Desirable</p>
	<p>Business Insurance/Own Car</p>	<p>Desirable</p>
	<p>Enhanced DBS</p>	<p>No</p>
	<p>Mobile Working</p>	<p>Yes</p>
	<p>Evenings/Weekends</p>	<p>Yes</p>

<p>Key Outcomes:</p> <ul style="list-style-type: none"> • Generic service provision which ensures close communication with customers and delivers improved services. • Tenants and Leaseholders actively engage in resident and community events. • Improving services are recognised by residents and reflected in year on year increases in satisfaction levels • Residents are given support and signposting to help them sustain tenancies and enhance their life chances 			
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Guided by our HOME Values:

- **H**igh Performing – Continuously learning and improving
- **O**ne Team – Work together to be the best
- **M**ake it Happen – Responsible for positive change
- **E**xcellent Customer Service – Putting customers at the heart of what we do

Demonstrated by our HOME Behaviours:

We Value:	How we do this:	We Value:	How we do this:
<p>High Performing <i>Continuously learning & improving</i></p>	<ul style="list-style-type: none"> • Social hearts and commercial minds • Understand our business and the roles we play • Set ourselves challenging goals • Understand our contribution and how we make a difference • Thorough understanding of the housing sector and what's on the horizon • Be confident and take responsibility 	<p>One Team <i>Work together to be the best</i></p>	<ul style="list-style-type: none"> • Keep it simple • Show pride in who we are and what we do • Get to know colleagues and customers and understand what teams do, maintaining strong partnerships • Encourage team spirit, fun, passion, enthusiasm • Support others in their learning and development

	<ul style="list-style-type: none"> • Be ambitious, innovative and target driven • Be diligent and have attention to detail 		<ul style="list-style-type: none"> • Value everyone and encourage diversity • Be open and honest with each other
Make it Happen <i>Responsible for positive change</i>	<ul style="list-style-type: none"> • Think customer first • Lead by example, make informed decisions and take action • Listen, seek to understand and be solution focused • Be creative, proactive and innovative - think outside the box • Always go the extra mile • Have a "can do" attitude • Take the initiative to solve problems 	Excellent Customer Service <i>Putting customers at the heart of what we do</i>	<ul style="list-style-type: none"> • Actively engage with all our stakeholders • Show respect for all and provide a friendly and professional service • Take responsibility to see things through to the end • Do what we say we are going to do • We <u>all</u> take responsibility for excellent customer service

Our Leaders: **S**ee the future, **E**ngage and develop others, **R**ecognise results and talent, **V**alue diversity, **E**mbody passion and integrity