

Ability Housing - Job Description

Job Title: Head of Housing
Responsible to: Director of Operations (Housing)
Responsible for: Housing Management
Salary: £56,500

Purpose of Job

Be responsible for the provision of supported housing management services which ensure we meet our strategic objectives. Oversea our housing services and liaise closely with Property and Customer Service teams to ensure our housing stock is of a high standard whilst delivering an excellent service to our customers and satisfying the requirements of our regulators.

Continue to drive a performance culture across our teams, which contributes to our ambitious strategic aims, focusing on accountability and personal responsibility, ensuring that the customer voice is central to service delivery and improvement.

Lead, manage and motivate teams to achieve excellence in all activities and build strong networks across the business, with particular focus on Care & Support, property and Finance, ensuring that KPI's are achieved and a value for money is delivered.

Be the organisation subject matter expert on changes to the external environment: ensuring regulatory and statutory compliance in handling complaints and the Consumer Standards, specifically the Neighbourhood and Community, Transparency, Influence and Accountability and Tenancy Standards.

Operational Duties & Responsibilities

- Provide strategic and operational oversight of the housing operations, including neighbourhood services, rent arrears recovery, tenancy sustainment, and anti-social behaviour management.
- Ensure housing management and property services are aligned in delivering an efficient and effective response to tenants and achieving value for money targets.
- Manage a dispersed team of professionals across a wide geographical area. Allocate resources to ensure effective planning and delivery of excellent customer service.
- Lead the development of the business service plan, ensuring clear ownership of responsibilities and targets within operational teams, the setting and reporting of KPIs and taking effective action to address underperformance.
- Lead on the provision of an Intensive Housing Management Service, ensuring its delivery can be demonstrated and its effectiveness measured.
- Adopt and deliver appropriate sustainment and intervention practices to maintain tenancies, for our customers.
- Develop partnerships with key stakeholders and network to create good working relationships with third party organisations to support our customers and deliver key services.

- To monitor and manage all breaches of tenancy, ensuring that cases are managed in line with policy, regulatory guidance and legislation
- Maximise income, including rent and service charge collection.
- Maximise occupancy of our homes ensuring a positive end to end onboarding and settling in experience.
- Proactively manage relationships with customers, ensuring your team has a positive culture, treating customers with empathy and respect, seeking out opportunities to improve customer experience, being innovative and curious in your approach.
- Increase and embed customer engagement across your team ensuring that we learn from feedback.
- Support the team to deliver effective case management, providing technical advice, guidance and support, and keeping abreast of legislative and good practice developments.
- Investigate and respond to formal customer complaints and MP enquiries.
- To be responsible for providing advice on safeguarding issues to the team.
- Monitor external contracts and agreements to ensure contractual terms are met and take action to address service failures promptly and escalate where necessary.
- Oversee budget management to ensure financial sustainability and efficiency and manage expenditure and seek service improvements and efficiencies throughout.
- Take the lead on the development of the service's policies and procedures and the scheduling and monitoring of effective reviews.

Vision, Leadership and Values

- To be an effective leader able and willing to lead from the front. Ability Housing Association is a small provider which will require the post-holder to work at both a strategic level and lead on operational issues as required.
- To implement a performance culture across the housing team ensuring they understand their role and responsibilities and are supported to achieve organisational targets via good management, coaching and appropriate personal professional development.
- Monitor housing trends and policy changes to continuously enhance services and create new opportunities.

Corporate Duties and Responsibilities

- Always Act as an ambassador for Ability Housing, promoting its role and achievements, internally and externally.
- Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential including appraisals and training plans.
- Regularly review and manage individual & team performance making appropriate interventions, acting promptly with the support of HR where required.
- Ensure that all communications relevant to the service are up to date, accurate and continually review their effectiveness.
- Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.
- Carry out any other duties that are commensurate with the general level of responsibility of the post.

PERSON SPECIFICATION

Qualities	Criteria	Desirable / Essential
QUALIFICATIONS, SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of leading, motivating and managing a high performing team • Experience in the delivery and development of a high-quality Housing Management service • Experience of developing a performance management culture in a customer focussed service organisation • Knowledge of multiple housing tenures including shared ownership, leaseholder, temporary housing, assured and assured shorthold tenancies and fixed term tenancies • Experience of investigating and responding to complaints • Ability to provide a responsive efficient service which is underpinned by quality and value for money • Ability to plan and prioritise effectively to achieve targets and meet deadlines • Ability to effectively communicate and negotiate with residents, partners and contractors, especially in difficult situations • Ability to make and implement difficult decisions, solve problems and deliver service improvements using own initiative and creativity • Ability to analyse complex data, present information and make recommendations • Ability to multi-task and deal with competing priorities • Experience of managing a budget • Ability to motivate self and others, and have experience of performance management 	Essential
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of relevant housing law, regulation and good practice • Knowledge of current issues in housing, including housing and estate management and tenancy sustainability • Holding or being willing to work towards a foundation degree or level 5 qualification regulated by Ofqual in Housing Management is important. 	Essential

IT SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Competent user of Microsoft Word, Excel, Outlook • Ability to interrogate and manage computerised databases • Ability to analyse data and keep databases up to date 	Essential
WHAT YOU NEED TO DO	<ul style="list-style-type: none"> • Provide inspirational leadership and direction – lead, motivate and influence staff at all levels • Demonstrate integrity and ownership of issues. As required leading from the front and taking responsibility for operational issues including the resolution of complaints • Develop strong relationships and networks with key stakeholders to promote Ability Housing Association and seek new development opportunities • Be a visible leader, communicating well with colleagues at all levels and understanding and solving issues that affect and impact on front line service delivery • Effectively plan and implement change with a focus on the delivery of results • Demonstrable empathy with the values of Ability Housing Association and customer focus to your work • Must have full Driving Licence and own vehicle available for work purposes • Excellent interpersonal, written and presentational skills for varied audiences 	Essential