

**JOB TITLE: Housing Manager**

**DEPARTMENT: Housing Management**

**RESPONSIBLE TO: Director of Housing and Communities RESPONSIBLE FOR: Housing Management Team**

**GRADE EVH 9 (SM1 to SM3)**

# MAIN PURPOSE OF THE ROLE

The postholder is responsible for working with the Director of Housing and Communities to ensure the operational delivery of high quality housing management services at Ayrshire Housing.

Leading and delivering the tenant participation strategy is key to ensure Ayrshire Housing is delivering excellent tenant services to customers.

# CORPORATE RESPONSIBILITIES

* To carry out the requirements of the job in accordance with the agreed policies and procedures of Ayrshire Housing including the code of conduct.
* To ensure absolute confidentiality at all times in respect of tenants, former tenants and applicants.
* To comply with responsibilities under the Association’s data protection, health and safety, safeguarding and equality and diversity policies.
* To identify and attend training to ensure skills are up to date.
* To take responsibility for keeping oneself fully apprised of changes in Association policy, current legislation, relevant guidance and models of good practice.
* To carry out any other duties which may be required from time to time to ensure the proper functioning of Ayrshire Housing.

# MANAGEMENT AND LEADERSHIP RESPONSIBILITIES

* To effectively lead and deliver on all aspects of Ayrshire Housing’s housing

management service while ensuring that activities comply with legislation and regulatory requirements and the Scottish Social Housing Charter.

* To provide line management to the team ensuring they are supported in their roles and able to fulfil their duties.
* To input into Ayrshire Housing's risk management strategy in relation to housing management related financial, regulatory and reputational risk.
* To lead on the delivery, monitoring, evaluation and reporting attached to all

budgets, KPIs, and social value reporting to achieve continuous improvement through effective operational management.

* To ensure the principles of equality, diversity and inclusion are embedded in the association’s culture.

# ROLE SPECIFIC RESPONSIBILITIES DUTIES OF THE ROLE

* To create a culture reflecting the association’s mission statement and strategic objectives.
* There is an ongoing cultural shift in the organisation and the postholder will be responsible for maintaining this change and supporting the staff team to embrace this.
* Leadership and operational delivery of high quality housing management services.
* Leading on the delivery of the tenant participation strategy and engagement to enable excellent customer service.
* Delivering excellent customer service which is influenced by tenants via consultation.
* To support and enable the Housing Management team to deliver excellent customer service.
* Participation as a member of the Operational Management Team reporting to the Management Committee on Housing Management functions.
* To progress our tenant profile and insight objectives to inform services.

# WORKING WITH OTHERS

* Work with stakeholders to implement joint strategies to provide social housing and housing services to the community e.g. nominations agreements, leases and management agreements.
* Work with community organisations and initiatives to provide services to Ayrshire Housing tenants.
* Work with the Community Engagement Manager to identify and secure funding and partnerships to impact the range of services Ayrshire Housing provides to

tenants.

* Work with regulators, internal and external auditors to ensure compliance and continuous improvement.
* Attend public or community meetings with Committees, tenants’ groups and others, which may be held out with office hours.

# CUSTOMER ENGAGEMENT

* Leading the delivery of the tenant engagement strategy including effective use of technology to gain feedback from tenants.
* Work with Director of Housing and Communities to inform the strategic direction and operational goals of Ayrshire Housing.
* To work with the Community Engagement Manager and Director of Housing and Communities to ensure effective tenant engagement policies and procedures are implemented.
* To ensure that the Housing Management staff effectively engage with tenants and communities in line with the agreed Tenant Engagement strategy.

# GOVERNANCE

* Prepare and deliver regular reports as required by the Board and Chief Executive Officer.
* Attend relevant meetings of the Board and Sub Committees to facilitate the meetings, present reports, input in discussions and answer any questions.
* Effectively assess, manage and report on operational risks to support informed decisions being made in regard to Ayrshire Housing's risk management strategy.
* Monitor spend against budget for all Tenant Services related expenditure and ensure accurate reports to the Senior Leadership Team.
* Contribute to the Annual Budget and monitor this on a quarterly basis.
* Ensure that all Statutory, Scottish Housing Regulator, Local Authority and other relevant regulations are observed in carrying out Tenant Services and all other activities of the Association’s Housing Service.
* Ensure that all data required for the ARC is gathered timeously and that relevant staff fully understand the requirements placed on the association to ensure accuracy of data.
* Ensure accuracy of ARC reporting and audit actions are reviewed and implemented timeously and the findings are presented to the Board and Senior Leadership Team.

**PERSON SPECIFICATION**

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| --- | --- | --- | --- | --- | --- |
|  | **Need to Have** | **Need to Know** | **Need to Do** | **Need to Be** | **Home Values** |
| Essential | Educated to Degree Level, in a relevant discipline or able to demonstrate an equivalent level of education or professional attainment.  Evidence of continued professional development  Full current driving licence and access to a car for business use. | Demonstrable line management experience in housing management  Experience of developing and delivering housing management strategies to meet organisational objectives  Demonstrable evidence of leading, motivating and developing teams to deliver customer focused excellence  Financial and budgetary control experience with the ability to set budgets and make effective financial decisions  Experience of working with boards and committees  Experience of identifying, developing and managing productive stakeholder and partnership relationships to meet organisational goals  Experience of performance monitoring | Responsible for key housing management activities in line with legislation, regulatory requirements and the Scottish Social Housing Charter  Develop and deliver a tenancy participation strategy and engagement in line with Ayrshire Housing’s overall objective  Support change within the team and wider organisation | Committed, flexible and adaptable approach to work requirements  Committed to the ethos of housing associations, include equality and diversity  Prepared to attend meetings and training out with office hours  Committed, flexible and adaptable approach to work requirements  Prepared to attend meetings and training out with office hours | The values were created by our colleagues and are designed to be more than just words on a page but to be lived daily by the organisation and to inform our policies, practices and behaviours.  empat**H**y  We understand and respond to the needs of our tenants, customers and colleagues, fostering a supportive and compassionate environment  inn**O**vate  We embrace creativity and change, continuously seeking better solutions to ways of working, allowing us to drive long-term success  co**M**mit  We take ownership and accountability, following through on what we say we’ll do to provide a high-quality service  b**E**long  We value everyone in our community, promoting an inclusive environment, encouraging collaboration and  diversity |
| Desirable | Relevant Professional Qualification | Experience of recruiting staff |  |  |