



Housing Manager

Head Office/Home Working

Hours: 37.5 hours per week, 9.00am – 5.15pm Monday - Friday

Part of the: Housing Management Team

Responsible to: Head of Housing Services

Responsible for: 1 x Trainee Housing Officer, 2 x Specialist Housing Officer

Purpose

The role of Housing Manager is to lead, manage and develop a team of housing staff in order to deliver outstanding housing management and customer service across all of our tenures.

In addition to supporting officers working across our general needs and shared ownership accommodation, you will have a specific responsibility for our Gypsy and Traveller sites and temporary accommodation.

Responsibilities: A Housing Manager will

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| ✓ Manage, develop and coach a staff team. | ✓ Be able to use IT effectively to ensure the delivery of front-line services. |
| ✓ Develop, collate, monitor, and review service delivery Key Performance Indicators (KPI's) | ✓ Be responsible for ensuring that mandatory and other required training, development and online courses are completed by the team and for yourself. |
| ✓ Achieve individual and departmental KPIs and work in accordance with all relevant policies and procedures. | ✓ Provide a cost effective and value for money service |
| ✓ Manage and review budgets and costs associated with the delivery of the services | ✓ Work positively to embed change and contribute to the development of services as and when required. |
| ✓ Contribute to and participate in appraisal and performance management processes. | ✓ Develop, deliver and monitor an inspection regime for sites and properties |

- ✓ To monitor and assist with the maintenance of contracts and commissioned services in all service areas.
- ✓ Monitor and action rent arrears including court work.
- ✓ Lead on the delivery of proactive management of anti-social behaviour including any court requirements with the team.
- ✓ Deliver other work as and when required and that is commensurate with the role.
- ✓ Work to improve resident engagement and satisfaction across services.
- ✓ Oversee the management and reletting of voids in HMO's and on pitches.
- ✓ Work in partnership across local authorities and other key delivery agents to get the best outcomes for our residents and the business

Qualifications and Experience: In this role a Housing Officer will need the following:

- ✓ Significant experience of working in a housing management role.
- ✓ Experience of working as a line manager.
- ✓ Experience of dealing effectively with complaints
- ✓ Experience of excellence in customer care and resident involvement
- ✓ An understanding of housing law and how to use housing legislation effectively
- ✓ Experience of rent collection, understanding welfare benefits and promotion of income maximisation
- ✓ Experience of working with diverse communities
- ✓ Experience of setting and monitoring KPI's for your team
- ✓ Experience of managing empty homes.
- ✓ Experience of managing complex antisocial behaviour casework.

It would be great if you could also:

- ✓ Understand and/or have used gypsy and traveller legislation
- ✓ Understand homelessness legislation requirements and the impacts of homelessness
- ✓ Have experience of managing contracts
- ✓ Hold current membership of Chartered Institute of Housing or other relevant professional body
- ✓ Hold a relevant Housing related Qualification
- ✓ Have experience of working with gypsy and travellers

Skills and Abilities: In this role a Housing Manager will need the following:

- ✓ The ability to work flexibly
- ✓ The ability to improve service delivery in a timely manner

It would be great if you could also:

- ✓ Understand and/or have used gypsy and traveller legislation
- ✓ Understand homelessness legislation requirements and the impacts of homelessness
- ✓ Have experience of managing contracts



Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

A Housing Manager lives by the Elim CARES values:



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts