



Homes that change  
people's lives

## Job Advert: Housing Manager (General Needs)

### Details

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**Reference**

001253

**Salary**

£36,850 - £40,850 per annum

**Department**

Housing Services

**Hours**

37 hours per week

**Job Type**

Permanent

**Location**

Head Office

**Closing Date**

Monday, 10 April 2023

**Planned Interviews**

Tuesday, 18 April 2023

### Job Description

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Elim is a charitable social landlord based in Bristol with a vision **'to meet housing need and deliver homes that change people's lives'**. This ambition is present in everything we do. We have around 900 homes located across South West England, the Birmingham area and Wales, and we provide homes for social or affordable rent across each of these areas. We provide homes for shared ownership in South West England, and are one of the largest providers of supported accommodation to people who have experienced homelessness in Bristol and Gloucester.

We offer a diverse and inclusive culture in line with our Elim **CARES** Values. These were created in partnership with our customers, colleagues, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully:

- C Customers First – Customers are at the heart of our services and decision making.
- A Aspirational and Accountable – We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.
- R Results – We work hard and deliver great results for our customers and for Elim.
- E Everyone's view matters – We listen to understand, improve and build our services
- S Supportive – We tackle challenges head on and inspire each other to achieve our potential.

We're looking for an experienced social housing professional to take on a leadership role in our Housing Association.

The successful candidate will help us deliver our general needs housing service. You will be part of a team structure designed to better support our customers and colleagues, and will lead and develop your team in delivering outstanding and proactive customer services.

We welcome applications from experienced social housing professionals looking to progress into a management role and will provide coaching, support and accredited training for the successful applicant.

**What you will be doing:**

- You will be leading and managing your team to deliver exceptional customer service to our residents.
- You will be responsible for delivery and reporting of organisational performance against key indicators, including arrears, void loss, ASB resolution, and customer satisfaction improving standards of customer service and organisational performance.
- You will lead a culture of continuous improvement in delivery, whilst not losing sight of the basics of our service provision.

- You will act as the organisational lead on tenancy matters, providing the Housing Team and other teams in the organisation with expert advice and case management support.

We are continuously developing our inclusive, values driven culture that welcomes and embraces the diversity of our colleagues and customers. We are keen to increase our own diversity and particularly welcome applications from underrepresented groups.

For more details on the role and to apply please visit our website. We want to ensure we are accessible for all applicants interested in a career at Elim. If you need any assistance with your application or are unable to access our website, please contact HR on 01454 411172 option 6. If you would like an informal chat about the role, please contact Dave Peregrine on 01454 411172.

## Person Specification

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### What you will need to be successful:

- Significant experience of working in social housing, including management of a variety of tenures.
- Experience of line management and/or leadership.
- An ability to place the customer front and centre of service delivery while operating within the constraints of legislative and regulatory requirements and budgets.
- Knowledge of the legislative and regulatory framework underpinning the social housing sector.

The full requirements of the role are detailed in the Job Profile.

## Benefits

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Elim recognises our highly-skilled and dedicated colleagues are our greatest asset in achieving our vision. Elim colleagues benefit from:

- A great inclusive and values led culture that invests in your learning and development
- 25 days annual holiday rising to 30 days.
- Paid day off for your birthday each year.
- Flexible working
- Access to training and career development through Elim Skills Academy
- Company pension.
- Life Assurance.
- Annual organisational performance bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking

Elim's full benefits are detailed [here](#) and more information about our culture and values can be found [here](#).

## Contact Us

Units 3 & 4, Pinkers Court,  
Briarlands Office Park, Gloucester Road,  
Rudgeway, South Gloucestershire  
BS35 3QH

Call: 01454 411172  
Email: [HR@ElimHousing.co.uk](mailto:HR@ElimHousing.co.uk)

## About US

### Providing homes, supporting people.

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.