



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Housing Services Manager

Grade:

Reports to: Head of Housing Management

Responsible for: Tenancy Income and Estate Services

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

Reporting to and working closely with the Head of Housing Management the post holder will proactively manage a Housing Management Team ensuring all staff at all levels offer a first-class customer focussed, professional, high performing, efficient, cost-effective service that supports the needs of all tenants and leaseholders.

The post holder will support the Head of Housing Management to achieve strategic objectives and develop implement, monitor and deliver NNC's Housing, Income, Tenancy Management, Tenancy Options, Engagement, Estate Strategies and Housing Improvement plans

The post holder will be responsible for the operational management of the Council's Housing Management Services, including all matters relating to housing tenancy and leasehold management, current account monitoring and debt recovery, estate management, tenancy support, tenancy enforcement and tenant engagement.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post holder will deputise for other Housing Managers and the Head of Housing Management in their absence for matters relating to their service area.

Principal responsibilities

1. Management Duties

The post holder will be expected to:

Lead by example, motivate, coach, mentor and provide effective, direction, support and guidance to all Housing Management team members.

Be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development, and wellbeing.

Champion the highest standards of behaviour and professionalism across the team.

Recognise and reward team members for excellent performance and deal effectively with issues of poor performance.

Be responsible for the line management of all employees (permanent, temporary, seconded and agency) within their team, overseeing all aspects of workforce management, including recruitment, absence management, appraisals development, training, performance and discipline.

Motivate and lead a well-trained, engaged and high-performing team, empowering them to deliver exceptional, proactive solution driven and responsive services.

Identify any training and development gaps, to ensure the team has the requisite levels of knowledge, skills, and competency to perform their roles.

Be responsible for health safety and wellbeing of all team members including monitoring the use of lone working devices.

1. Role Responsibilities

The post holder is expected to:

Undertake a range of line management duties.

Support staff and teams to take full responsibility and ownership to deliver excellent services and to find solutions to prevent service failures.

Be accountable for the successful delivery of all day-to-day functions provided by the service area in accordance with legislation, regulatory and statutory requirements, corporate objectives, service plans, performance management systems and approved budgets.

Assist the Head of Housing Management to review, write and develop policies, strategies and procedures, ensuring compliance with statutory or regulatory requirements which reflects good practice.

Ensure a consistent, customer focused service is delivered to all the councils' customers.

Prepare reports and attend, boards, panels and other meetings as required or directed by the Head of Housing Management.

Provide professional and technical guidance and advice for all aspects and functions of the service area to, elected members, staff, other employees and members of the public.

Take an active role in relation to initiatives for the best use of 'digital' and other technologies and best practice to provide an improved experience for customers, employees, members and partners in relation to all Housing services data and IT systems.

Ensure the "Safeguarding" of all residents in accordance with NNC's reporting procedures.

2. Housing Management Services

The post holder will be expected to:

Be responsible for the operational management of the council's housing, leasehold and garage management services with an emphasis on ensuring the team identify, prioritise and assist residents with problems they may have and offer advice guidance and tailored solutions to resolve any complex problems.

Ensure that the that all employees deliver solutions that meet the councils statutory and legal duties in the management of council owned stock and leasehold properties.

Ensure that all properties are maintained to the highest standards and housing land and estates are safe and regularly inspected to identify any issues which may need to be addressed.

Ensure compliance with building safety and health and safety requirements in tenanted and leased properties or on housing owned land and estates.

Ensure vulnerable residents are identified, and provided with support to sustain tenancies, retain independence, increase financial resilience, improve health, education and employment opportunities.

Ensure the correct allocation of properties, in line with the Councils Allocation Policy, rules of succession, tenancy change, assignment, making certain that only those legally eligible for council housing secure accommodation.

Ensure the service areas deal promptly with unlawful occupancy, abandonment and trespass cases, reports of ASB or nuisance and any other breaches of tenancy.

Ensure compliance with all required legislation, statutory, regulatory and financial requirements, including the submission of all required reports and returns.

Oversee and agree applications and submissions to court for Possession orders.

Be responsible for reviewing Staff Alert Register entries, revision, reviews and deletions,

Undertake a range of customer led engagement and participation activities related to tenant engagement, involvement and consultation exercises.

Develop and implement plans to:

- Undertake Tenancy Reviews and Property Inspections
- Undertake Estate based Walkabouts and Inspections
- Inspect non serviced communal areas in blocks of flats for Health, Safety and Compliance purposes
- Carry out planned Intensive Housing Management visits
- Increase tenant and leaseholder engagement, involvement and participation opportunities
- Improve collection rates and reduce arrears levels

Ensure that all customer enquiries, complaints, including Elected Member and MP enquiries and FOI's and SAR's ombudsman enquiries, and complex cases relevant to the service area are managed and completed to a high and consistent standard, and in a timely manner with professionalism and courtesy. This may include investigating complaints made against members of staff under the management of the post holder.

Be responsible for health safety and wellbeing of team members including reviewing and monitoring the use of lone working devices.

3. Income Management Services

The post holder will be expected to:

Implement a clear preventative approach to income collection and debt prevention which ensures appropriate advice and assistance is given before tenancies start and during its lifetime with a focus on early intervention to improve collection rates and reduce arrears levels.

Be responsible for the operational management of the council's current tenant rent collection and recovery service and ensure the team identify, prioritise and assist residents with problems they may have in meeting rental commitments and offer practical support, advice, guidance and tailored solutions to resolve any complex problems.

Ensure that all current rent accounts are monitored, early intervention and contact processes are adhered to and procedures are followed.

Oversee and agree applications and submissions to court for Possession orders and Eviction applications.

Undertake Introductory review hearings.

Ensure vulnerable residents are identified, and provided with support to sustain tenancies, retain independence, increase financial resilience, maximise their income, improve health, education and employment opportunities.

Ensure compliance with all required legislation, statutory, regulatory and financial requirements, including the submission of all required reports and returns.

4. Performance Management and Service Improvement

The post holder will be expected to:

Be responsible for continuous service improvement and improved customer satisfaction levels by delivering on identified priorities in the housing service plan and harmonisation projects.

Take an active role in monitoring and achieving all targets and outcomes outlined in the Housing Service Plan and other associated action and improvement plans.

Identify trends in relation to good and poor performance and put actions plans in place for improvement and celebrate successes.

Proactively identify, develop introduce and implement new ideas, new services, efficient ways of working better and smarter, and opportunities to enhance the business, to improve the customer offer and sustain financial viability.

Be responsible for the production, monitoring, target setting and reporting of regular performance indicator information for the service area.

Achieve performance and financial targets set for delegated budgets and operating costs, ensuring at all times compliance with financial regulations, governance and delegated authorities.

5. Collaborative Working

The post holder will be expected to:

Work closely with the Head of Housing Management to drive and deliver a proactive high performing and inclusive housing management service that demonstrates NNC's caring service culture, its commitment to customer engagement and service and which supports the needs of tenants and leaseholders whilst delivering on NNC's vision and objectives.

Work with a range of internal teams and colleagues across the council including waste management, highways, planning, estates, communities and leisure, and community safety to provide joined up solutions to matters that are important to house tenants and leaseholders.

Ensure the service area has a strong and effective relationship with other services within the organisation and external partners by contributing to the development and implementation of cross cutting initiatives in line with the councils' cultures and values.

Make a positive contribution to the Housing Management team, sharing skills, coaching and developing other staff to enable the whole team to achieve its goals.

Be actively involved in formulating the council's key housing strategies.

Be responsible for the management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, mitigating, reducing and evaluating risk.

Ensure compliance with all audit and governance requirements and certify all actions, recommendations and reports are implemented and completed.

On a rotational basis undertake “on call” duties out of hours (5pm-9am 7 days a week) to support the housing service contact and response centre operatives.

6. Key Relationships

Internally: Head of Housing Management, Leasehold and Finance, and Sheltered Housing teams, Housing and Property Service team, Allocation and Solution teams, Adult Social Care, Legal Services, Elected Members, and other managers and teams from across the council

Externally: Wide network of contacts including the Police, Fire & Rescue Service and Ambulance Service, Health professionals, tenants and leaseholders, charities, tenants' groups/ forums and resident associations, Court Officials

7. Key Accountabilities

The post holder will be accountable for:

The completion of management and statutory returns for compliance and central government funding or any future programmes.

The completion of key performance reports.

Delegated budgets.

Supporting the Head of Housing Management with operational change implementation, transformation, harmonisation and service improvement plans.

The performance, compliance, health and safety, and management of council owned or leased housing, stock across their area of responsibility.

Proactively identifying and reporting any area of financial loss and risk and reputational damage by ensuring that lines of accountability are clear and well understood across the team.

Any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority

To represent or deputise for the Head of Housing Management in local, regional and national forums as required.

8. Misc Requirements

The post holder is expected to:

Undertake any other corporate duties as reasonably required, including but not limited to briefing members, attending formal meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the authority.

Maintain a working knowledge of computer software appropriate to the duties and responsibilities of the role.

Maintain an up-to-date expert knowledge of best practice in the field of housing management to maximise opportunities for continued service improvement.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.
5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council.

An allowance is payable to the post for mileage claims essential for business purposes.

The post holder will be expected to take part in the Housing Service out of hours on call duty rota to support NNC's emergency contact and response activities.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to A level Standard (min 2) Degree in the role related subject CIHCM – Membership Evidence of continuing professional development	Masters Degree in the role related subject FCIH – Membership.
Experience and Knowledge	Extensive experience of working with a local authority or registered provider or a similar role Experience of managing a staff team min 5 years Recruitment selection and interviewing activities Strong line management and staff development skills with the ability to deliver effective change management and implement transformation Budget Management Working knowledge of the housing legislation, regulation and case law Experience of managing and prioritising own workload often without regular supervision and motivating and leading a team Change Management/ ability to drive change and empower others	Experience of working effectively in partnership with a range of stakeholders.

Attributes	Essential criteria	Desirable criteria
Ability and Skills	Good written and verbal communication skills Customer focussed / solution driven Ability to motivate and lead by example Ability to influence and maintain good working relationships with a wide range of customers, Excellent interviewing and negotiation skills to achieve solution-focused outcomes and positive outcomes for tenants and leaseholders Ability to understand and explain complex matters clearly to achieve a positive outcome to staff, customers and colleagues Excellent report writing skills Able to produce clear, concise, and persuasive written letters Ability to be proactive and use initiative to drive forward improvements within the team and across the service Excellent IT and keyboard skills	

Attributes	Essential criteria	Desirable criteria
	Excellent communication skills over several disciplines Ability to successfully operate in a multi-disciplinary and multi-functional environment Personal Qualities: Friendly Enthusiastic Trustworthy Motivated Hardworking	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to a vehicle for work Willing to work outside normal office hours as necessary Willingness to participate in on call rota This post is subject to a DBS check	