

TYNE HOUSING ASSOCIATION LTD
JOB DESCRIPTION
HEAD OF HOUSING

RESPONSIBLE TO: Deputy Chief Executive

RESPONSIBLE FOR: Area Housing Managers, Hostel Managers (including Joseph Cowen Health Centre)

Salary: £38,000 - £43,000

JOB PURPOSE: To lead on the delivery and contribute to the strategic development of high quality, cost effective, customer focused housing and tenancy services to the supported and general needs tenure portfolio.

Key responsibilities

1. Provide effective leadership of the housing services team in all its functions, managing and developing staff to ensure the delivery of outstanding quality and value for money customer focused services.
2. To support the Deputy Chief Executive in the development and implementation of Tyne Housing strategies, taking lead responsibility in respect of supported and general needs housing, ASB and harassment, income, lettings and contract compliance.
3. To develop and maintain policies and procedures relating to all housing services ensuring they comply with all regulatory requirements and good practise with particular attention to the Homes and Community Agency regulatory framework and compliance with all services contracted by Tyne and to Tyne.
4. To develop and establish a consistent and high set of agreed standards for the delivery of all services, working with residents to establish and monitor such arrangements.
5. Ensure the quality of housing and support services provided are of the highest possible standard, within available resources, remain flexible and responsive to changing demand, are tailored to individual needs, meet customer expectations and maximise income, make best use of available housing stock, supports and develops residents and responds to nuisance and anti-social behaviour, meet performance targets and are set out in clear service standards.
6. Work with the Head of Maintenance and Compliance to ensure the provision of a customer focussed repairs and cyclical maintenance service which represents value for money, is tailored to individual needs and meets customer expectations.

7. Develop and implement Tyne Housing's resident involvement strategy ensuring that tenants, residents and licensees have the opportunity and support to influence and be engaged on strategic and policy matters, that resources are available to develop capacity at local level to monitor service delivery, influence its design and delivery and arrangements are in place to ensure feedback from a diverse range of individuals.
8. Contribute to the organisations strategic business plan and create a functional Annual Plan with responsibility for the monitoring and management of budgets, maintaining and implementing the service improvement plan, meeting performance targets, related major initiatives and key milestones.
9. To work in partnership with external agencies to complement and enhance the delivery of services, in particular the police, local authorities, health and environmental groups, the voluntary sector, education and training bodies.
10. To scan the external horizon for policy changes that may impact upon Tyne Housing and develop strategies to address them in a way that enhances the service provided by Tyne.
11. To monitor all opportunities for growth and new business and to submit high quality tenders or other bids to secure new opportunities.
12. To represent Tyne Housing on key strategic partnerships, as requested by the CEO and/or DCEO, working towards the development of multi-agency partnerships.
13. To prepare and present accurate management information and reports for boards, committees and external stakeholders as required.
14. Ensure that core policies relating to conduct, equality and diversity, customer care, people management and health and safety are fully implemented, and a full and appropriate system for identifying, appraising and managing risk for all areas of the Housing Service Function's activities in line with the Tyne Housing Risk Management Strategy.

This job description sets out the main duties of the post at the date when it was completed. Such duties may vary from time to time without changing the general character of the post of level or responsibility entailed.

Person Specification – Head of Housing

Tyne Housing Association Competencies attributed to this role:

- **Commitment to the organisation** – the ability to demonstrate understanding of and a commitment to the organisation and its vision and values.
- **Customer excellence** – commitment to putting customers first and ability to deliver a consistently high quality service
- **Team Working** – uses interpersonal skills to work co-operatively with colleagues, working proactively across organisational boundaries, sharing information, knowledge and ideas
- **Equality and Diversity** – the recognition and valuing of difference in the broadest sense. It is about creating a working culture that recognises, respects, values and harnesses diversity
- **Business & Financial Acumen** – is aware of cost implications of decisions, and instils a sense of business awareness
- **Pushing the boundaries**– Demonstrates creativity and innovation in seeking to continually improve the service. Has the stamina and willpower to deliver results.
- **Managing self and others** – Leads and motivates to continually improve performance.
- **Communicating and Influencing** – The ability to communicate clearly and effectively with a diverse range of people and take account of their views. Uses well-reasoned arguments to convince and persuade where necessary.
- **Embracing Change** - The ability to plan for, adapt to and work with a variety of situations, individuals and groups. Manages change effectively and is willing to take calculated risks and challenge where appropriate.

Criteria	Essential	Desirable	Method of Assessment
Education & Training	<p>Good general education</p> <p>Good IT skills</p>	<p>Educated to degree level or equivalent qualification</p> <p>Formal Management Training</p> <p>Membership of the CIH</p>	<p>Application Interview</p> <p>Certificates</p>
Relevant Experience	<p>Proven track record of successfully managing a range of customer-facing services at a strategic level, achieving high levels of performance and customer service</p> <p>Proven experience of achieving targets and objectives</p> <p>Experience of working with customers, communities and representative groups</p> <p>Ability to prepare and manage budgets and develop innovative, cost effective policies and procedures</p> <p>Experience of business planning and risk management</p>	<p>Experience of working effectively with statutory/voluntary agencies</p> <p>Knowledge of welfare benefits, including housing benefit</p>	<p>Application Interview</p>

Key Skills	<p>Positive 'can do' attitude</p> <p>Ability to establish and sustain trust and confidence with stakeholders, partners, communities, tenants and the general public, and to promote and represent the company positively at all levels</p> <p>Ability to motivate, lead and inspire colleagues to work effectively both individually and as a team</p> <p>Strong negotiation, influencing and problem solving skills.</p> <p>Committed to continuous service improvement and customer empowerment and involvement</p> <p>Good written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences</p> <p>Good planning and project management skills</p> <p>Ability to develop and deliver effective and achievable but</p>		Application Interview

	<p>challenging service improvement plans</p> <p>Ability to translate strategic decisions and objectives into delivery 'on the ground' plans and projects</p> <p>Ability to motivate and support staff to develop ideas, initiatives and proposals which will influence service improvement, annual and strategic plans.</p> <p>Able to see the big picture and willing to contribute to the development and delivery of cross cutting and corporate initiatives</p> <p>Ability to undertake and co-ordinate research into any new and emerging issues affecting Registered providers, to develop and present briefings, recommendations and reports to management teams and board</p> <p>Ability to prepare and manage budgets in line with key objectives</p>		
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Specific Knowledge/Understanding	<p>Expert knowledge of supported and general needs housing legislation and best practice</p> <p>Comprehensive knowledge of current and future challenges facing social housing</p> <p>Understanding of Homes and Community Agency regulatory Framework and other relevant bodies in relation to housing management and the provision of services to tenants.</p> <p>An understanding of what makes a real difference in delivering excellent customer services</p> <p>A proven track record for:</p> <ul style="list-style-type: none"> • delivering effective, customer focussed services • leading and managing change and delivering continuous improvement in services • working effectively with external partners 	Experience of generating external funding	Application Interview

	<ul style="list-style-type: none"> • embedding equality and diversity into operational services 		
Personal Qualities	<p>Assertive and able to give and receive feedback positively.</p> <p>Highly self-aware and ensures own behaviour and attitude has a positive impact on others.</p> <p>Able to work under pressure and deliver results to tight deadlines</p> <p>Flexible and able to respond to regularly changing priorities</p> <p>Committed to professional development and learning.</p> <p>Open to new ideas and perspectives</p> <p>Self-motivated</p> <p>Outcome focused</p> <p>Solutions orientated – an ability to apply innovation and creativity to solving problems.</p>		<p>Application Interview References</p>

	Commitment to and understanding of Health and Safety		
Misc/Other	Full driving licence Willingness to work outside normal hours		Application Interview