

Tyne Housing Association Job Description

Job Title: Housing Manager – Managing both supported and general needs accommodation.

Responsible to: Head of Housing

Responsible for: Efficient Property Management services and support services for Tyne H.A. Support, supervision and direction of housing support staff/hostel staff/housing management staff in defined locality.

Purpose of Job

- To lead and manage the provision of a high quality, responsive housing management service that delivers and focuses on positive customer outcomes and satisfaction.
- To lead and manage the provision of a high quality support service to Tyne H.A. supported housing residents and tenants, ensuring contract compliance where appropriate.
- Develop and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility.

Duties & Responsibilities

- To be responsible for management, coordination and control of allocated resources to ensure the delivery of excellent housing services ensuring that all aspects such as, community relations, ASB, nuisance, rent recovery and resident involvement services are delivered to the highest standards in line with customer needs and expectations.
- Ensure all available resources are deployed effectively giving customer service priority at all times.
- To promote social inclusion among residents, by raising public awareness, information sharing, and attend and represent the Organisation at a range of external meetings, groups and forums
- To be responsible for, monitor and manage resident risk and needs assessment.
- Ensure contract compliance with all contracts connected to the delivery of support and other services to THA residents and tenants.
- To undertake out of hours cover emergency 'call out' duties as part of a rota.
- To contribute effectively to the development of the Directorate service plan, ensuring ownership of responsibilities and targets to operational teams.
- As necessary work in partnership with other Area Managers, to ensure that all resources are effectively deployed to ensure services are delivered and maintained in line with the organisation's standards.
- To develop and achieve performance targets and improvement plans with a focus on continuous improvement and value for money, ensuring that that a

performance culture is developed and sustained.

- In partnership with other managers across the wider organisation to review, monitor and ensure that appropriate standards of work are maintained by all Tyne Housing Association staff in their designated area of responsibility.
- Ensure that THA's responsibilities as a landlord are met by ensuring compliance with current tenancy conditions through the effective operation of the rent arrears recovery, ASB and nuisance management policies and procedures, the former tenant arrears procedure and recharges procedures including progression to legal action.
- Prepare possession papers for court, accessing appropriate legal advice where necessary and provide support and assistance to team members.
- Provide information and signpost where necessary to ensure that access to additional support services is enabled and to promote tenancy sustainability and support vulnerable households.
- To cultivate appropriate relationships with key external and internal partners, representing the organisation at meetings with various agencies with regard to individual cases, acting in the best interests of the organisation and customers at all times.
- Exercise effective management of available financial resources, to ensure that activities are undertaken in line with financial regulations & corporate standards ensuring value for money and efficiency is achieved.
- Where appropriate, promote resident involvement and community activities and resources.
- Ensure customer feedback is actively sought by a variety of methods and that feedback received is acted upon and responded to.
- Ensure that tenant complaints, are dealt with effectively within set timescales, data protection guidelines and resolved at the earliest point of contact.
- Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential including appraisals and training plans.
- Regularly review and manage individual & team performance making appropriate interventions and taking action promptly where required with the support of HR where necessary.
- Contribute to the development of related policies, procedures and initiatives ensuring they meet the organisation's vision and objectives, preparing and presenting reports as required.
- Ensure that all communications relevant to your service are up to date and accurate and continually review their effectiveness.
- Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.
- In all aspects of the organisation's work, promote effective communications, excellence in customer service, personal accountability and a focus on continuous improvement.
- Be responsible for the security and management of the organisation's assets relevant to the post.

- Carry out any other duties that are commensurate with the general level of responsibility of the post.

General Terms and Conditions

Annual Remuneration £27,000 - £29,000

Hours of work 37.5 hrs

Annual Leave 26 days + Bank holidays + your birthday

Notice Period 2 months

All staff are employed subject to the satisfactory completion of six months probationary period.

Specific terms and conditions will be as stated in the Terms and Conditions of Employment document.

Housing Managers posts are subject to an enhanced Disclosure and Barring Service check.

Supervision and direction will be provided by the who reports to the Deputy Chief Executive