



**Job Title:** Managing Agent Specialist

**Grade:** Y6

**Reports To:** Assistant Director Support Services

Key job element
<ul style="list-style-type: none"> <li>• To provide specialist advise to develop and implement its partnership and managing Agent approach to delivering supported accommodation and housing management.</li> <li>• To map existing partnership managed support services throughout YHN stock.</li> <li>• Work closely with partnership organisations to evaluate, monitor and establish new robust contracts with existing and new agreements.</li> <li>• Summarize and review the basis of the relationship YHN has each partner.</li> <li>• Recommend a structured approach to ensure consistency and transparency is adopted when working in partnership with external agencies.</li> <li>• Develop a suite of service contracts and relevant documentation to underpin the approach to working with Partner Agents.</li> <li>• Develop a RAG rated Viability Matrix which identifies the risk factors associated with services.</li> <li>• Develop an implementation plan to roll out the new way of working and help liaise with partner agents to assist the adoption.</li> <li>• Account for the costs associated with each contract</li> </ul>

Person specification
<p>This area focuses on skills/ knowledge required in the role.</p>
<p><b>Essential Criteria</b></p> <p>Demonstrable understanding of contemporary issues, policies and practice relating to accommodation based supportive living.</p> <p>Experience of delivering excellent housing management services to vulnerable people, within a supported housing accommodation-based environment in partnership with health, social care or support providers.</p> <p>Experience of developing and managing legal contracts which results in best practice outcomes.</p> <p>Experience of data analysis and objective report writing which results in informed decision making.</p> <p>Adept at identifying, developing and leading the delivery of service improvements to achieve and maintain legal, safe, exemplary services to customers.</p> <p>Able to work effectively and collaboratively with internal and external partners and stakeholders to improve the YHN's offer.</p> <p>A well organised and enthusiastic person with proven verbal and written communication skills.</p>

A working relevant understanding of housing legislation, safeguarding and health and safety requirements relating to accommodation management.

Relevant degree and/or professional management qualification or qualified by experience to an equivalent level.

Suitability to work with vulnerable client group.

### **Desirable Criteria**

Experience of effectively leading, managing and motivating individuals and teams by achieving and monitoring performance ensuring the delivery of corporate targets and objectives.

Possesses and maintains a valid driving licence and is willing to drive as required for the role.

### **All employees are expected to be flexible within the scope of the role**

*Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.*

*Our values are Be **R**eady, Be **A** amazing, Be **R**evolutionary, Be **E**nergetic.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

*We expect our people to demonstrate the following behaviours:*

#### **Be ready - together we're prepared for anything:**

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

**Be amazing – we'll exceed expectations**

This value is about being “passionate, impressive, excellent and progressive”.

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

**Be revolutionary – have courage and be bold**

This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change.

**Be energetic – making every day count**

This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude.