

**Job Title: Managing Agent and Implementation Coordinator****Grade:** Y5a**Reports To:** Assistant Director Support Services**Key job element**

Work closely with partner and Managing Agent organisations to monitor, evaluate and actively manage all contracts including; leases, service level agreements and memorandums of understanding. Ensure compliance and safe housing management practices are delivered to customers living in Managing Agent and partner run properties.

Work with internal and external colleagues to coordinate the implementation of new supported housing developments, through to completion, on time and to the expected standard. Ensure a smooth transition into service delivery to provide an excellent customer experience.

Keep up to date with relevant changes to legislation, guidance and best practice and take the necessary steps to improve processes which bring about compliance, improved efficiency and better outcomes for customers.

Maintain and update the suite of service contracts and relevant documentation to underpin the approach to working with Partner and Managing Agents.

Work collaboratively to develop and maintain external stakeholder partnerships such as, Health and Social Care.

Maintain Red Amber Green rated Viability Matrix which identifies the risk factors associated with managing agents' services and recommend mitigating measures if necessary.

Work collaboratively across the business to ensure a consistent approach is taken including finance, performance, health and safety and safeguarding.

Where necessary, assist the Development and Implementation Manager in funding applications to generate additional income streams within Supported Services.

**Person specification**

This area focuses on skills/ knowledge required in the role.

**Essential Criteria**

- Educated to degree level or can evidence working experience that demonstrates a level of knowledge and application of knowledge that would satisfy a graduate standard.
- Demonstrable understanding of contemporary issues, policies and practice relating to supported housing, health and social care.
- Experience of delivering excellent housing management services to vulnerable people, within a supported environment in partnership with health, social care or support providers.

- Experience of managing and monitoring contracts and/or agreements.
- A working understanding of housing legislation, safeguarding, equality & diversity and health & safety requirements relating to accommodation management, which maintains efficient, safe, exemplary services to customers.
- Ability to deliver projects through to completion, on time, and to standard, using exceptional planning and organisational skills
- Able to work effectively and collaboratively with internal and external partners and stakeholders to improve YHN's offer.
- Diplomatic, assertive and able to influence a range of partners and work collaboratively
- Decisive decision maker with the ability to demonstrate initiative and independence.
- A well organised and enthusiastic person, with proven verbal and written communication skills; able to write and present reports to senior management, committees and other interested stakeholders.
- Experience of data analysis to inform and influence contracts and changes to the service.

#### Desirable Criteria

- Experience of effectively leading, managing and motivating individuals and teams by achieving and managing performance to deliver specific targets and/or project 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 **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*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.