



Job Title: Senior Safe Living Manager
Grade: Y8
Reports To: Assistant Director – Customer Service
Responsible for: Overall responsibility for the Safe Living team. Line management responsibility for the Safe Living Officers and Specialist Safe Living Partner.

Key job element:

Lead, motivate and engage the Safe Living Team, to ensure the delivery of a high quality service which aims to keep people across the city safe, through the effective management of anti-social behaviour.

Working together with partners to provide a public protection service in managing serious cases of a sexual or violent nature; taking a risk centred approach to domestic abuse cases; ensuring the organisation complies with legislation and fulfils its duties as a trusted partner.

Develop and sustain a performance focused culture, committed to delivering and developing a service of customer excellence, ensuring budgets and targets are successfully monitored and achieved; monitor, review and report progress on the performance and cost effectiveness.

Devise, implement and review internal policies and processes to support service delivery, ensuring statutory and regulatory policies and frameworks are adhered to, including safeguarding, health and safety and equality and diversity.

Identify and respond to opportunities for service improvement, by regularly reviewing the service and taking account of key reforms.

Develop service and team objectives to support the delivery and development a high-quality service to all customers, ensuring vulnerable customers are protected.

Work collaboratively with colleagues across and outside of the business to ensure the delivery of joined up services and ensure the business is kept informed and responds to legislative and regulatory guidance.

Manage and develop the team of Safe Living Officers and Specialist Safe Living Partner fairly and respectfully in line with YHN values, standards and organisational goals, ensuring each member manages their caseload to our service standards.

Be responsible for all incoming reports of ASB to the Safe Living service, allocating cases to the officers, and ensuring they are actioned and closed accordingly, and customer communication is maintained throughout.

Ensure Safeguarding concerns are reported to the Safeguarding lead as appropriate.

Play an active role in developing internal and external relationships, creating opportunities to review best practice, share effective ways of working and influence the implementation of new practices, by

promoting the services within YHN.

Deliver a service that meets the highest professional and legal standards (including Safeguarding, Equalities, Data Protection and Health & Safety) and support the Assistant Director of Customer Service to instil these standards within every aspect of Housing Services.

To carry out specific roles and assignments and such other duties as appropriate in the role.

Person Specification:

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

Essential Criteria

Educated to degree level or can evidence working experience to a level of knowledge and application that would satisfy a graduate standard.

Demonstrable experience of working at a senior level and working strategically.

Demonstrable extensive experience of managing a high-quality customer service function, within the housing environment.

Up to date knowledge of legislation, regulations and standards relating to Social Housing and managing high risk cases associated with ASB, public protection and domestic abuse.

Knowledge and experience of ensuring appropriate use and review of data, including the ability to allocate and monitor of a high volume of ASB reports.

Suitability to work with vulnerable client group

Extensive experience of effectively leading, managing and motivating individuals and teams.

Experience of managing budgets and performance with services delivered on target and within budget.

Experience in delivering operational actions, identifying gaps in delivery and taking a lead on service improvements to ensure a high-quality service to all customers.

Extensive experience of using reflective practice as part of a service model and ensuring professional supervision is in place for the team.

A thorough working understanding of contemporary issues, policies and practices relating to housing services.

Proven ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external to the organisation.

A well organised and enthusiastic leader with excellent communication skills, both verbal and written, with ability to work to all levels within the business, produce and present senior management reports to board level and deliver presentations to a wide range of audiences including senior management, committees and other interested stakeholders.

Highly developed organisational skills, able to plan, prioritise and think clearly and decisively within a fast-paced environment.

Committed to the principles and requirements of the Equality Act, Safeguarding policy and Dignity at Work policy

Experience of embedding Psychologically Informed Environments (PIE) principles and trauma informed practice (or similar) within a service.

Desirable Criteria

Experience of managing an agile front-line housing service (including out of hours)

Flexibility around the needs of the service.

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