



## **JOB DESCRIPTION**

**POST: Housing Manager**

**RESPONSIBLE TO: Deputy Chief Executive**

**RESPONSIBLE FOR: Housing Officer  
Scheme Co-Ordinator**

### **JOB PURPOSE:**

Providing an effective and efficient service to South Devon Rural (SDR) residents in the delivery of Housing Management services including the timely allocation of empty properties, income management and arrears collection, Anti Social Behaviour, Estate Services, Resident Engagement and Tenancy Support.

Ensuring that operational performance remains high, that housing services are shaped to meet residents priorities and that residents have opportunities to influence service delivery.

### **RESPONSIBILITIES:**

1. Ensure the delivery of an excellent, consistent and responsive housing management service to SDR tenants, shared owners, leaseholders and freeholders including.
2. Ensure that Housing Management Services provided to residents conform to relevant legislative standards and best practice
3. Ensure housing services are inclusive and accessible to SDR's vulnerable customers.
4. Identify areas for service improvements and make recommendations to the Deputy Chief Executive liaising with others as appropriate.
5. When required, lead or participate in new initiatives that will lead to an improvement in performance

6. Liaise with legal representatives
7. Ensure that operational and corporate targets are met
8. Assist in the provision of 'out of hours' emergency service to tenants on a rota basis.
9. Ensure that accessible, relevant and timely information is in place in produce statistical information for regulators, board, residents or stakeholders;
10. Respond to complaints, compliments and suggestions, in line with SDR's policy
11. Develop new and improve existing relationships with local agencies, local authorities and support providers
12. Actively participate in and undertake continuous improvement of service delivery, working closely with residents to enhance services, participating in team improvement plans and service reviews.
13. Be aware of SDR's values and commitment to diversity and promote equal opportunities in service delivery, working effectively with colleagues to ensure the highest standards of customer care.
14. Understand and observe SDR's health and safety policies & procedures,
15. Be aware of the need to observe confidentiality and professional boundaries
16. Be aware of responsibilities in respect of data protection and other relevant legislation in the treatment of confidential and personal information.

**No job description can cover every issue which may arise. The Housing Manager is expected to carry out other duties as they arise which are consistent with the concept of the post**

## PERSON SPECIFICATION

POST: Housing Manager

RESPONSIBLE TO: Deputy Chief Executive

Criteria	Essential	Desirable
<b>Qualifications &amp; experience:</b>	<ul style="list-style-type: none"><li>• 5 years operational experience working in a social housing organisation</li><li>• Experience in forging, maintaining, developing and improving multi-agency relationships both at strategic and operational level</li><li>• Project management experience and experience in delivering projects and outcomes on time and on budget.</li><li>• Experience of staff management</li></ul>	<ul style="list-style-type: none"><li>• Member of the Chartered Institute of Housing</li><li>• Experience in developing performance reporting utilising IT or manual reporting systems</li><li>• Experience in putting together, managing, monitoring and reviewing budgets</li></ul>

**Knowledge & skills:**

- A thorough knowledge of legislation, regulation, policy and best practice relating to housing management.
  - Ability to work with IT project management packages and MS Office products
  - Ability to extract and analyse IT reports so as to inform strategy development and evaluate performance
  - Excellent communication, interpersonal, and negotiation skills with a strong customer focus and an ability to understand the needs and perceptions of residents
  - Excellent organisational skills, with a methodical approach and ability to keep accurate records, together with the ability to draw logical and accurate conclusions from complex information
  - Ability to understand and explain complex legislation and regulation.
  - Be committed to the provision and on going development of high quality housing services to meet the needs of
- Experience of delivering successful social care services

**Personal Qualities:**

