



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Neighbourhood Housing Manager	<b>Role Profile Number:</b> SBC_11007
<b>Grade:</b> CFL 10	<b>Date Prepared:</b> June 2020
<b>Directorate/Group:</b> Housing	<b>Reporting to:</b> Tenancy Services Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To lead on the delivery of tenancy services teams. This is a flexible role and will involve the management of a range of teams across tenancy services that could vary over time. To effectively manage a team responsible for the provision of effective rent collection, tenancy and estate management services for the Council. This could be a neighbourhood team or supported housing team. The post holder will be responsible for setting the objectives and targets for their team in line with the Housing Improvement Plan and the strategic plans of the Council and will maximise the performance of their team to achieve these targets. With the other Neighbourhood Housing Managers responsible for improving service delivery to achieve innovation, sector good practice and value for money.

### Key Accountabilities

- Supervise, lead and motivate the Tenancy Services Teams (neighbourhood or supported housing) to provide customer focused tenancy and estate management and income collection services to all tenants. Ensure delivery of tenancy and estate management services to achieve performance targets within budgets. Maximise customer satisfaction and minimise complaints. Maximise rent collection and minimise rent losses. Embed a culture of continuous improvement, performance management and value for money across the teams.
- Maintain a good landlord/tenant relationship.
- Flexibility in line management responsibilities of staff within Tenancy Services to meet the business needs and priorities of the service which will vary over time.
- Ensure efficient rent collection and arrears recovery by the team to maximise collection rates. Ensure focus on early intervention, prevention and financial inclusion and support to work with tenants to maximise their ability to maintain rent payments.
- Lead the team to take preventative action and manage anti-social behaviour, harassment and domestic abuse cases effectively.

- Ensure that tenants comply with their conditions of tenancy. Authorise or take appropriate action where breaches occur.
- Oversee tenancy management issues including succession, absconds, tenancy fraud, urgent tenant moves, tenancy sign up and tenancy audits etc.
- Work in close partnership with children and adult services and the police to support and protect vulnerable persons.
- Attend safeguarding meetings and ensure staff are aware of their responsibilities in relation to children.
- To be responsible, through appropriate delegation, for the safety and security of the teams and premises managed, including fire safety.
- Liaise with the homeless section to ensure effective procedures are in place to maximise the best use of supported and temporary housing, including the timely move on of residents no longer requiring support.
- Comply with the requirements of the elements of the service that are commissioned and funded by Adult Social Care.
- Chair Review Boards for introductory tenancies.
- Lead on the recruitment, training, development and motivation of the team, ensuring an effective workforce capable of delivering and improving the service to deliver agreed outcomes. Set and monitor the team workloads, priorities and targets in order to meet the service area objectives. Hold regular team meetings, 1:1s and performance appraisals.
- Ensure all employee-related actions and monitoring and recording of management tasks are undertaken promptly in relation to sickness management and employee relations.
- Prepare and present accurate and timely reports to Council Committees, and other meetings as required.
- Represent Tenancy Services at internal and external meetings with partner organisations.
- Assist in the development of team plans for the service area in line with service area priorities
- Be an effective and supportive member of the Tenancy Services Management Team and the Housing Management Team.
- Monitor and report on quantitative as well as qualitative performance indicators
- Keep up to date with legislation and current practice on all matters relating to social housing
- Authorise expenditure in line with levels of delegated authority and the Council's Standing Orders
- Arrange for tenants to be consulted on all key functions of the service and maintain a close working relationship with tenant and leaseholder groups
- Deal with complaints on the service from tenants, Members of Parliament and Members of the Council

### **Supplementary Accountabilities**

- To make site visits throughout the Borough of Swindon.
- Occasionally attend evening meetings and events outside of normal office hours.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

### **Minimum**

- Considerable experience of working in tenancy management
- Detailed knowledge of social housing and the duties of local authority/housing association as landlords
- Significant experience of rent and arrears collection
- Experience of managing front line housing staff
- Detailed knowledge of social landlord and tenant legislation and good practice
- General management skills to drive improvement in services
- Ability to write effective and coherent reports
- Excellent communication skills (verbal and written)
- Ability to organise time and resources effectively
- Ability to introduce new services and implement change
- Project management and performance management skills
- IT literate
- Ability to travel throughout the Borough of Swindon

### **Preferred**

- Wide breadth of housing management experience and knowledge at a senior level
- Experience of managing budgets

### **Qualifications**

- Housing qualification minimum HNC level or equivalent housing qualification
- Member Chartered Institute of Housing (preferable)
- Degree level or equivalent qualification (preferable)

### **Decision Making**

- Written: Producing policies, standard letters, writing reports, designing and completing forms
- Verbal: Giving specialist and general housing advice, presenting information to formal meetings and groups, influencing policy, negotiating on behalf of the Council
- General: Working collaboratively with external and internal partners and community groups to help solve complex household and neighbourhood challenges.

## **Creativity and Innovation**

- Ability to work under pressure and without supervision, making on the spot decisions.
- Challenge current policy, procedures and staffing arrangements to ensure services adapt to changing priorities and keeps up with housing sector good practice. Implement change.
- Ability to compile and present reports.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b> <ul style="list-style-type: none"><li>• Approximately 10 to - 15 front line Housing Officers in a variety of roles</li></ul>	<b>Responsibility</b>	Part responsible for £50million rent collection.
<b>Typical tasks supervised/allocated to others</b> <ul style="list-style-type: none"><li>• Front line delivery of services</li></ul>	<b>Asset Responsibility:</b>	Good appearance of council housing estates.

## **Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Represent the council at meetings and working parties to present reports both within and outside the Council
- Frequent and direct contact with key internal and external agencies
- Influence colleagues, manager and other senior managers.
- A close working relationship with ward members.

## **Other Key Features of the role**

Occasionally may be required to work outside normal working hours. Some limited lone working. At times may have to deal with residents who are aggressive or verbally abusive.