

Job Title: Voids & Lettings Service Manager	Role Profile Number:
Grade: S	Date Prepared: 3.3.20
Directorate/Group: Housing	Reporting to: Housing Business Development Manager
Structure Chart attached:	Yes, proposed structure chart attached

Job Purpose

- The post holder will manage the Council’s housing vacant property in a way that is both customer focused and minimises the relet time.
- The post holder will enable the efficient use of and fair access to council housing and Housing Association stock within the council’s Allocations Policy and Tenancy Strategy.

Key Accountabilities

- Ensuring empty homes are relet quickly to an up to date standard which has been agreed by tenants
- Ensuring all Policy and Procedures are kept up to date and complied with, this includes the Council’s Housing Allocation Policy and Voids Policy.
- Ensuring effective tracking and monitoring of Key Performance indicators for relets including benchmarking with peers and including tenant satisfaction surveys.
- Managing the end to end process from pre termination stage to new tenant sign ups for the council stock and also for those tenants and applicants applying, bidding and shortlisted for properties.
- Managing Stock Condition Surveys and risk assessments to assess homes in accordance with the Housing Health & Safety Rating System (HHSRS)
- Managing specialists surveys such as Energy Performance Certificates, Structural Survey Condition Reports and Asbestos Survey.
- To manage the lettings process for council and housing association properties, including the adverts.
- To ensure that the Council receives all the nominations to which it is entitled and that new development lettings, are let in line with Council Policy, the associations’ policy and the development agreement.
- Produce and negotiate nomination agreements and service level agreements with associations as required. This will include managing the ‘Common Register’ of all housing applicants to social

housing in conjunction with the participating Housing Associations.

- To ensure all home ownership properties are marketed on behalf of the Housing Associations and developers working with Swindon Borough Council and that applications are collated and assessed and matched to properties in accordance with the criteria. .
- To identify areas of housing need and assist in bringing forward proposals to meet the need in liaison with the Housing Business Development Manager.
- To lead and manage project work in relation to the Council's priorities specifically in relation to Adult Social Care and Children Services.
- To work with all statutory and voluntary agencies as relevant and to represent Housing at case conferences, panels, working committees and similar forums to give advice on housing and present reports as required

Supplementary Accountabilities

- Manage all applicable budgets and control expenditure strictly in accordance with delegated authority and the Council's Financial Regulations
- To manage and implement new or changes to relevant policy and procedures as and when is required.
- Manage and respond to MP, Councillor's, Partners, and the public and ensure the replies are sent within the agreed targets set by the council.
- To manage the process and test all new and existing IT packages within the Empty Homes teams and direct the introduction of new ones to further increase the efficiency and performance.
- Recruit, motivate and develop staff within the team to maintain an effective workforce capable of meeting the Council's Vision and behaviours.
- Manage and implement council policies, procedures and other statutory obligations within the section.
- To assist with the council's wider strategic and statutory duty around homelessness and housing need, Adult and Childrens Social care responsibilities.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with your immediate Line manager including being appraised in accordance with the Council's Performance Appraisal scheme.
- Undertaking any other duties that can be accommodated within the grading level of the post.

Knowledge & Experience

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

- Senior role within a housing organisation including either property maintenance or lettings.

- Significant experience of managing budgets
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and engaging service users in service development
- Knowledge of relevant housing legislation and good practice.
- Experience of managing staff in a senior role
- Experience of dealing with elected members
- Report writing and presenting reports

Qualifications

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

Decision Making

- Managing and making decisions on appeals and refusals of accommodation
- Management of staff and allocation of workload
- Recommendations of policy changes to Cabinet Member and Director of Housing
- Allocation of housing to competing priorities of households in housing need
- Awarding discretionary banding and making decision on appeals
- Staff recruitment
- Changes to procedures and working practices
- Contract management

Creativity and Innovation

- Marketing properties
- Improving practices and performance
- Designing literature
- Social media and web site design
- Staff development

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • See structure chart. • Typical tasks supervised/allocated to others • Shortlisting of properties • Day to day management of Housing Register • Day to day management of voids and the associated repairs work including Health and Safety compliance • Management of contractors 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	
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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)

- Producing policies, standard letters, writing reports, designing and completing forms
- Giving specialist and general housing property advice, presenting information to formal groups, influencing policy, negotiating on behalf of the Council
- Working in a collaborative manner with external and internal customers, including contractors.
- Working with tenants and other community groups to help solve complex household and neighbourhood challenges.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and

governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	