

Job Title: Lettings Partnership Manager	Role Profile Number: OPH56
Grade: R Salary:	Date Prepared: May 2020
Directorate/Group: Housing	Reporting to: Voids and Lettings Manager
Structure Chart attached:	

Job Purpose

To lead an effective, forward thinking, dynamic and customer focused letting service that delivers Swindon’s Vision and priorities. Creating effective working relationships and approaches with colleagues, partners and external agencies to influence strategy and policy to achieve business priorities and ensure legal and regulatory compliance. Developing and maintaining effective partnerships and relationships with key stakeholders representing the Housing Lettings Service at a senior level.

Ensuring there is an excellent relationship with Registered Social Landlords in place and partnership and nomination agreements are up to date; managing the nomination and advertising process. Setting and agreeing Local Lettings Plans with Housing Providers in line with Swindon’s Allocation policy and continually shaping the service to ensure customer needs and housing demand are met. Responsible for setting budgets and ensuring receipt of advertising income into the Council.

Managing the service for Council approval of shared ownership homes and resale covenants.

Overall responsibility for the managing projects and delivery of IT development for Voids & Lettings Service in line with the Service Improvement Plan.

Managing the full lettings process for Council sheltered housing, adapted homes, Learning Disability Supported Accommodation and Extra Care to include the move on process for nominations into general needs from Social Care Services and other Housing Providers.

Ensuring rental income is maximised through an efficient lettings process with the lettings of homes being turned around in a timely manner and ensuring performance targets are met. To ensure accurate and timely reporting requirements for lettings in line with Key Performance Indicators and Central Government requirements.

Responsibility for the Council’s Housing Register, Customer Housing Portal and Registered Social Landlord Module; ensuring an excellent front-line service to customers meeting service level agreements and reviewing the service to ensure it meets the needs of both our partners and members of the public.

To deputise for the Voids & Lettings Manager providing a supporting strategic role. To identify and address housing need in line with Council objectives and Housing improvement plans; working closely with the Housing Strategy Team and Social Care Teams to ensure housing need for vulnerable groups is addressed in an efficient, effective and customer focused way.

Key Accountabilities

- Lead and motivate the Lettings Team and colleagues in a supportive leadership style to provide high quality and professional service to all customers.
- Deputise for the Empty Homes Manager in relation to voids and lettings functions; supporting the strategic functions in relation to Housing policy.
- Overall responsibility for the Council's Housing Register.
- Overall responsibility for the nomination process to Housing Associations to include the Registered Social Landlord Module and the advertising process; ensuring income is maximised. Responsible for financial management of this service.
- Ensuring Local Letting Plans are in place for all new developments and approved in a timely manner. Ensure local housing need and connection are considered within the plans in line with Swindon's Allocations policy.
- Decision making on highly complex cases received through Multi-Agency referrals. Ensuring robust measures are in place to support and manage customers needs and suitable allocations made.
- Responsible for the authorisation and payment of the independent medical advice service ensuring the assessment of medical and welfare need is in line with legislation; reviewing the service to ensure value for money and quality of assessment.
- Work closely with colleagues in Voids Team to ensure an effective delivery of a good, safe, lettings service. Limiting the loss of income, delivering the key performance indicators and the lettable standard to maximise high levels of customer satisfaction.
- Overall responsibility for reporting on local demand for housing and statistical information in relation to housing need. To include statistical and performance data, Freedom of Information requests and Data Access Requests.
- To work in partnership with Homeless Teams to ensure applicants placed into temporary accommodation and supported housing are moved on into social housing and work with Homeless Managers to ensure Private Sector Leasing numbers are at reasonable levels. Ensure Councils stock being used as temporary accommodation is being monitored and new tenancies considered as appropriate. Housing Register monitoring of homeless applicants and work with Tenancy Services and Homeless to ensure complex cases have a plan for move on where possible.
- To lead on IT Projects for Lettings. Preparing business cases for change/recommendations. To include managing UAT testing, attending User Group meetings and sharing information with appropriate teams.
- Making best use of stock; ensuring housing need is considered with recommendations for solutions required to address housing need, in particular, adapted homes and housing for vulnerable groups.
- Completion of the whole recruitment process. Train, manage and develop staff, motivating them and creating a performance driven culture.
- Playing a leading role to ensure service improvement projects are in place to include digitalisation processes and implementation ensuring any improvement projects work effectively with our partners and stakeholders.
- Develop and maintain effective partnerships with stakeholders to promote good networks with Partners

and external agencies. Key stakeholders include Social Services, support agencies, Housing Associations, Supported Housing Providers, Homeless Team, Probation and managing agents as well as SBC in house voids team and contractors.

- Managing complaint investigations robustly in a customer focused way to ensure any learning is shared, communicated, understood and implemented.
- Engage positively with auditors and customer scrutiny to ensure consistency and best practice in the operating environment. Quarterly internal audits to be carried out to ensure allocations are made and completed in line with Swindon's policies and procedures.
- Motivate and develop staff through leadership, responsible for carrying out Performance Development Plans and appraisals, one to one meetings with staff and team meetings and training. Determining priorities and ensure Council objectives are reflected in team's objectives and priorities.
- Manage lettings performance on voids for Swindon Council sheltered housing and adapted bungalows, maximising income through the operation of a smooth and co-ordinated pre-void process to include pre-terminations, advertising, direct matching and offer verification in the pre-void period where possible. Monitor outcomes for vulnerable clients, providing data to assist with the Council's housing strategy to support the most vulnerable groups in Swindon.
- To work with Adult Social Care on complex cases and reviews. Playing a leading role in Housing panel meetings to find housing solutions for Adult Social care clients, Care Leavers, Transition cases, Extra Care, Hospital Discharge and Learning Disability. Responsible for meeting the Council's priorities on joint working with Adult Social Care.
- Responsible for Health & Safety requirements for the Lettings Team including preparation, implementation and review of risk assessments and safe working practices for staff and residents.
- To investigate and respond to MP, Councillor, Customer enquiries and appeals and respond accordingly within Council's targets; identifying any lessons learnt and sharing with teams.
- To approve discretionary and urgent approvals.
- Observe the highest possible standards in relation to confidentiality and the provisions of Data Protection Legislation; playing a leading management role to ensure Data Protection provisions are in place in relation to the lettings service.

Supplementary Accountabilities

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- To carry out all essential e-learning and attend any necessary training as directed by the Council.
- To adhere to lone working procedures for home visits and viewings.
- To promote equality and diversity best practices in all areas of work
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- To meet with customers face to face in reception, at a home visit or viewing.
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place.
- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for Health & Safety.

- A member of the Housing Leadership Team who works with colleagues in Housing to improve the service, looking at the bigger picture and to ensure the service is managed in a customer focused way and ensuring targets are met within service improvement and business plans.
- Undertake any other duties that can be accommodated within the grading level of this 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:

- Experience of managing a diverse team and can demonstrate a record of delivering robust performance management
- Considerable experience of working with vulnerable groups
- A good understanding of The Care Act and Social care legislative framework.
- Considerable experience of partnership working at a senior level
- Being an inspiring leader
- Evidence of continual professional development
- Excellent organisational skills
- An excellent understanding of the Housing Act Part 6 & 7, Localism Act and Council's Allocations policy
- Excellent IT skills to include Outlook, Word, Excel and Powerpoint
- Evidence of excellent customer focused delivery
- Ability to analyse, produce and interpret data for management purposes
- Ability to coach and lead a team to achieve and encourage positive thinking and build self-esteem
- Understanding and interpretation of housing and other relevant legislation and associated guidance
- Ability to work flexibly
- Ability to manage a demanding workload
- Experience of using Housing related software systems
- Experience of managing IT improvement projects
- Current Driving Licence or ability to travel throughout the Borough

Qualifications

- Corporate membership of the Chartered Institute of Housing
- A professional housing related qualification at Level 4 Diploma or above

Decision Making

- Ability to make cost effective decisions
- Making decisions on interpretation of policy, case law and legislation through enquiries from teams and customers having a direct impact on whether a client is able to secure social housing
- Management of the team and allocation of work
- Making decision on refusals of offer of accommodation
- Assessing team members capability and training needs
- Prioritising work to ensure targets are met in line with service improvement and business plan
- Decision to let a home and it being complaint with lettings standard and suitability for client
- Team objectives

Creativity and Innovation

- Presentation of communication documents for customers and partners including presenting in a formal way
- Identifies where an application of a policy does not appear to provide a fair and equitable result
- Reviews and develops team procedures in line with best practice or change in legislation
- Expected to be able to consider complex issues relating to the service and contribute discussion/resolution
- Review and develop team procedures in line with best practice or changes in legislation
- Identify possible changes/improvements to working practices and policy.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 12 • Managing 1 Manager role, 1 supervisory lead, 4 Assessment Officers, 1 x Lettings Customer Service Officer, 2 x Lettings Co-ordinators and 1 x Lettings Assistant and 1 x apprentice, <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Management and Supervision of staff • Allocating stock/matching • Health & Safety 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Income into Lettings Service</p> <p>.</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)

- Attending Tenancy scrutiny panel, tenant advisory groups
- General public
- Members and Councillors enquiries
- Partners such as Housing Association managers and teams – interpretation of policy, approval requests
- Social Service teams and management level – interpretation of policy, attending panel meetings
- NHS/Public Health services
- External agencies and other voluntary bodies
- Law Centres and Solicitors
- Managing Agents, Private Landlords
- Housing Leaderships Team, Head of Service level

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:	