

---

## JOB DESCRIPTION

---

# Sheltered Housing Team Leader

<b>Line manager</b>	Senior Service Manager – Independent Living
<b>Directorate</b>	Specialist Housing & Homeownership Services
<b>Team</b>	Independent Living Team

## KEY INFORMATION

<b>Job title</b>	<b>Sheltered Housing Team Leader</b>		
<b>Location</b>	Hybrid – Midlands / East of England with travel across our geography as required	<b>Line manager</b>	Senior Service Manager – Independent Living
<b>Salary</b>	Up to £30,091.21 per annum	<b>Directorate</b>	Specialist Housing & Homeownership Services
<b>Hours</b>	32 per week	<b>DBS requirement</b>	Enhanced

## MAIN PURPOSE OF JOB

The Team Leader takes responsibility of the day-to-day operational management of the Sheltered Housing Service, which includes:

- Providing motivational leadership and support to Longhurst Group’s Sheltered Housing Team, ensuring the delivery of high-quality independent living housing for over 60s.
- Ensuring the Sheltered Schemes are effectively monitored and well-managed in order to deliver the highest possible service to customers in line with legislation and Longhurst Groups policies and procedures.

Working in partnership with colleagues to provide a high-quality service enabling individual needs and organisational priorities to be met in accordance with available resources.

## CORPORATE TASKS

- Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- Contribute to the operational plans for the Specialist Housing & Homeownership Services service ensuring that key objectives are met. Aid continuous improvement and service success.
- Be responsible for the Group’s compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- Champion the Independent Living Team department through continually improving processes and outcomes for staff and customers.
- Identify opportunities to grow and develop services, considering Value for Money in all actions.
- Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

---

## KEY TASKS AND RESPONSIBILITIES

---

- To promote a culture which allows colleagues to maximise their potential and is underpinned by Longhurst Group's shared values.
  - Provide effective management, professional guidance and support to the team including staff development, one to ones, annual appraisals, and performance management.
  - Recruit, interview and select staff in accordance with the Groups policies and procedures.
  - Effectively manage service provision; ensuring schemes and compliance tasks are covered and any general staffing issues are resolved effectively.
  - Ensure a good standard of record keeping, property inspections and emergency planning is in place, using relevant systems, to ensure the safety and integrity of our homes and customers.
  - Promote effective and appropriate communication and consultation with customers; ensuring our customers are represented and at the core of service delivery.
  - Ensure a prompt response is provided when dealing with enquiries from customers and internal or external partners.
  - Promote an awareness of the team's role in effective tenancy management issues and support to co-ordinate activities to ensure the best outcome for the customer and group.
  - Proactively engage with other teams and key partners to ensure effective service delivery at all times.
  - Assist in budget setting and providing management reports to optimise operating efficiencies.
- 

---

## GENERAL REQUIREMENTS

---

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development.
  2. To demonstrate and champion the values and behaviours of the Group.
  3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
  4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
  5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
  6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
-

---

## OUR VALUES

---

Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



### **In it Together**

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity.



### **Heartfelt Service**

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



### **Own it**

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



### **Pushing the Boundaries**

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward.



### **Fun and Fair**

We work hard, enjoy it and treat everybody equally with respect and honesty.

---

## ADDITIONAL DUTIES CLAUSE

---

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

---

<b>Creation Date:</b>	May 2024	<b>Review Date:</b>	May 2027
-----------------------	----------	---------------------	----------

*To be reviewed as part of the Job Description review process*

---

## Person Specification

### Sheltered Housing Team Leader

*The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.*

## Essential Criteria

Knowledge and understanding of Health, Safety and Compliance Legislation.

Experience ensuring that safeguarding matters are recognised and addressed.

Knowledge of housing management including tenancy and ASB.

Demonstrates strong leadership and team building skills – able to bring about the best performance of Colleagues by inspiring, empowering, coaching, advising, and supporting them.

Demonstrates customer excellence, takes ownership and is accountable for tasks, listen to customers and actively seeks win/win solutions.

Can manage change positively; understands the importance of change and can adapt to new ways of working.

Driver's Licence and use of a vehicle for business travel.

Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Promotes equality of opportunity for all people as employees or customers.

Promotes an environment where everyone can thrive and reach their potential.

Recognises and values the diversity of the communities where the organisation works.

## Desirable Criteria

Proven and relevant experience in operational management.

Knowledge and experience of Older Persons Housing (Sheltered).

Knowledge and understanding of integrated Careline systems.

Aware of what's happening inside and outside the organisation and the relationship between Longhurst Group, the community, and the environment.