

Area Housing Manager Role Profile

JOB TITLE:	Area Housing Manager	REPORTS TO:	Regional Housing Manager
POSITION LEVEL:	Operations - Technical/Specialist Higher		
JOB PURPOSE:	<ul style="list-style-type: none"> ▪ To manage a team of approximately 7 Housing Officers ensuring that tenancy, support and neighbourhood services are successfully delivered in a customer focussed way. ▪ To manage a budget with an annual expenditure of around £800,000 		
KEY RESULT AREAS	MEASURES OF SUCCESS	PERSON REQUIREMENTS	
<ol style="list-style-type: none"> 1. To manage a team of Housing Officers, undertaking regular one to one meetings, holding team meetings and undertaking appraisals to ensure that agreed objectives are met and performance is appropriately managed. 2. To develop team members to ensure that people perform to their best abilities and are able to progress where able. 3. To manage and implement change. 4. To develop area strategies to address neighbourhood issues and wider issues affecting the local demographic, taking into account local authority housing strategies. 5. To build and maintain positive working relationships with external agencies including, but not restricted to, local authorities, police teams and support agencies. 	<ol style="list-style-type: none"> 1. Achieving agreed objectives, including, but not restricted to: <ul style="list-style-type: none"> - Reduction in rent arrears. - Reduction in rent loss from empty homes - Reduction in the number of days taken to let a property. 2. Increasing customer satisfaction levels. 3. Reduction in the amount of reactive work being managed by the team. 4. Improved relationships with external agencies. 	<p>Skills</p> <ol style="list-style-type: none"> 1. Excellent people management skills (E). 2. Ability to manage a dispersed team (E). 3. Excellent negotiation and influencing skills (E). 4. Report writing skills (E). 5. Excellent communication skills, both verbal and written, to a range of audiences (E). 6. Good IT skills with the ability to use specialist Housing Management software (E). <p>Knowledge/Experience</p> <ol style="list-style-type: none"> 1. People management experience (D). 2. Experience of working in partnership with external organisations in achieving shared goals (E). 3. Debt management experience (E). 4. Excellent knowledge of Housing and related legislation (E). 	

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<ol style="list-style-type: none"> 6. To ensure that Housing Officers manage tenancies proactively to minimise the number of reactive, crisis situations. 7. To work collaboratively with other teams and departments to ensure that customers receive a seamless service. 8. To ensure that debt arising through non-payment of rent and service charges is reduced. 9. To ensure that ASB is effectively managed with a focus on long term solutions to issues arising. 10. To work closely with the Housing Services Manager to ensure that processes for the allocation of empty homes are efficient and effective. 11. To minimise rent loss from empty homes by ensuring that the Housing Officers let properties within agreed timescales looking to reduce the number of days taken to let properties. 12. To liaise and maintain relationships with local authorities to ensure that nomination arrangements are effective and efficient. 13. To ensure that Housing Officers effectively monitor estate management services, liaising with external contractors as necessary. 		<ol style="list-style-type: none"> 5. Significant tenancy and neighbourhood management experience (E). 6. Experience of using MS Office applications (E). 7. Experience of managing a dispersed team (D). 8. Experience of budget management (D). <p>Attributes</p> <ol style="list-style-type: none"> 1. Flexible approach with the ability to manage a team within an ever-changing environment (E). 2. Approachable with a positive outlook (E). 3. Ability to work in isolation away from colleagues (E). 4. Ability to work collaboratively with colleagues and external agencies (E). <p>Qualifications (if any)</p> <ol style="list-style-type: none"> 1. Degree level of education or relevant experience (E). 2. CIH recognised qualification (D).
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<p>14. To report on team performance on a regular basis.</p> <p>15. To effectively manage budgets clearly demonstrating that value for money services are delivered.</p> <p>16. To support the management and delivery of larger projects and to lead on smaller project delivery.</p> <p>17. To ensure management agreements for various tenancy and estate management services are effectively monitored and noncompliance is addressed as necessary.</p> <p>18. To ensure that local residents are appropriately and actively involved in the management of their local area.</p> <p>19. To deputise for the Regional Housing Manager as required.</p> <p>20. To undertake any other reasonable duties as required that are commensurate with the role.</p>		
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VALUES AND BEHAVIOURS:



We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best, we can be

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Special Requirements:

There may be occasions when the role holder will need to travel on bpha business - the role is designated an essential car user and the role holder will, therefore, need the use of a car, a valid driving licence and insurance for business purposes

Occasional working outside of normal office hours will be required in order to fulfil the requirements of the role.

The role holder must be physically able to visit people in their own homes which will include the ability to climb stairs.

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business