

Role Profile

Later Living Lead

Base Location: Agile - Trafford House
Responsible to: Head of Supported and Later Living
Responsible for: Later Living Services

Purpose of the Post

You will lead and manage the Later Living teams, ensuring high-quality housing management, support services, and care defined supported housing needs for tenants. This includes overseeing staff, to work collaboratively in partnership with the Head of Later and Supported Living to ensure the Later Living Services Team are empowered to give an excellent service to our customers. In particular the later living lead will:

- Inspire and guide staff to realise the benefits for customers and communities.
- Ensure that effective and efficient housing management and support services are provided to the customers of our Later Living housing schemes.
- Ensure high level of safeguarding and compliance are achieved for MSV and client group.
- Supervise and support the staff team, ensuring they are able to provide customer focused services within the available resources.
- Provide a high-quality service by maintaining the business targets of MSV, the requirements of accreditation and regulatory bodies.
- Plan for and implement changes in the service at scheme and departmental level.

As the Later Living Lead, the postholder will be responsible for collaborating with growth and development department and working with commissioners and providers to create and implement new services for Later living.

Core Responsibilities

- To lead the day-to-day operations of Later Living team, ensuring that they run efficiently and meet the needs of residents and commissioners, establishing standards and targets for individuals and teams. To develop the service to meet organisational and local needs.
- To oversee effective tenancy management, establish, monitor and review standards and targets, ensuring that targets are met in respect of voids, arrears, rent collection and lettings, whilst ensuring properties are well-maintained within the Later Living service through property inspections.
- Ensure effective oversight and management of the response and monitoring services for later living tenants, providing timely support and intervention as required.
- To develop, implement, and review policies and procedures to align with best practices in housing management and Later living.
- Take accountability for the escalation process, ensuring issues are addressed swiftly, efficiently, and in line with protocols.

- To ensure we comply with all relevant regulatory, contractual obligations, including health and safety, compliance and welfare requirements, including any Local Authority contractual returns. To liaise with the Compliance and Services teams to ensure all customers are safe in their home and all services being met appropriately. Monitor and audit all health and safety within the later living service to ensure meeting regulatory requirements
- To link in with the development, training, implementation, review and monitoring of the Groups vulnerability policy, ensuring that the needs of residents with defined needs are addressed.
- To work alongside the Adult Safeguarding Lead Champion, providing assurance to the Head of Later and Supported Living by providing regular reports and producing annual assurance reports.
- To facilitate resident involvement, ensuring customer voices are taken into account in decision-making processes about the management and improvement of Later Living services.
- To participate and lead on internal or external Audits related to Later Living services.
- To develop and innovate later living services by improving systems that positively impact both the team and customers.
- To cover as per agreed rota as part of on call management rota for out of hours escalation.
- To make sure all policy and procedures are kept updated and reviewed in line with Groups requirement taking into account current practices and legislation/regulations.
- To ensure services are Scheme and the overall service focused, delivering positive outcomes for customers through a range of activities either delivered by the team or in partnership with others
- To ensure Schemes are effectively maintained and managed, working closely with the Community Safety Team and Asset Management team to ensure that communities are safe and sustainable.
- To work closely with the Customer Support Team to ensure support is provided to applicants as required
- To report to management on a regular basis on all matters relating to Housing Management. To provide information, statistical data and reports for the managers, as required.
- To manage the Group's complaints procedure and deal with complaints related to Later Living Housing in an effective, efficient and reasonable manner.
- To liaise with the Repairs and Asset Management teams to ensure provision of an excellent repairs service and co-ordinated replacement programmes.
- To liaise with the Finance Section regarding IT issues, rents, service charges, invoices, budgets and all matters with a financial implication. Manage budgets effectively ensuring value for money.

Management Responsibilities

- To provide effective leadership and to motivate team members to achieve high levels of performance and customer satisfaction.

- To lead, support and coach colleagues and to conduct quarterly coaching conversations ensuring appropriate training and qualifications are in place.
- To conduct regular team meetings and brief team members on all corporate communications.
- To implement People & Talent policies and procedures in relation to the management of the team, including recruitment and induction, managing attendance and employee relations.
- To deliver and support organisational change programmes and initiatives, actively engaging and maintaining effective communication and promoting wellbeing.
- To ensure that the team works closely and collaboratively with all other teams and areas.

Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

Person Specification – Later Living Lead

A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
Appropriate Professional Qualification			
Relevant qualifications in Housing, Social Work, or a related field (e.g.CIH Level 4 in Housing Management).		E	A/C
Evidence of ongoing professional development.		E	A/I
Management or leadership qualification.		D	A/C
Safeguarding training and/or qualifications.		D	A/C
Full driving licence and willing to travel across the Northwest		E	A/C
Experience and Track Record			
Proven experience in managing or leading later living services or working in a similar role within a housing association or related field.		E	A/I
Experience working with vulnerable client groups e.g age related vulnerabilities		E	A/I
Demonstrated success in managing teams and delivering high-quality housing and support services.		E	A/I
Experience in handling safeguarding concerns and compliance with regulatory standards.		E	A/I

Experience in multi-agency working (e.g., with local authorities, social services, or health services).	D	A/I
Experience in managing budgets and contracts.	D	A/I
Knowledge and Skills		
In-depth knowledge of housing legislation, particularly around supported housing, welfare benefits, tenancy management, and safeguarding	E	A/I
Understanding of the challenges and needs of vulnerable clients and how to design services that meet their needs.	E	A/I
Knowledge of health and safety regulations related to housing, including risk assessments.	E	A/I
Experience of using IT as an analytical and management tool	E	A/I
Awareness of policy developments in social housing and supported housing.	D	A/I
Influential and able to build relationships with stakeholders	E	A/I
Demonstrates empowering and engaging leadership	E	A/I
Strong commercial and business acumen	E	A/I
Monitors and manages risk	E	A/I
Effectively uses insight and data for purpose	E	A/I
Effective at solving problems	E	I
Collaborative and supportive approach	E	I
Ability to work pro-actively and under own initiative	E	I
WOW Customer Service Standards		
Demonstrates effective written and verbal communication skills with a range of people ensuring delivery is professional.	E	A/I
Show professionalism and respect to all internal and external stakeholders.	E	A/I
Take accountability to serve the customer in the required service level agreement.	E	A/I
Demonstrates understanding and empathy with the needs across diverse groups and individuals	E	A/I
Demonstrates a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
Personal Characteristics		
A commitment to the values of the MSV Housing Group, particularly around providing high-quality support to vulnerable people.	E	A/I
Resilience and adaptability in a challenging and changing environment.	E	A/I
Integrity, with a commitment to equality, diversity, and inclusion.	E	A/I
Highly motivated and resilient	E	I
Flexible and open to change	E	I
Trustworthy with high levels of integrity	E	I
Shares the values of MSV	E	A/I
Understands the needs for confidentiality	E	I

Ability to work flexibly, including occasional evening or weekend work as required.	E	A/I
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