

JOB DESCRIPTION & PERSON SPECIFICATION

Housing Manager

Location:	ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR
Reports to:	Head of Housing Management
Direct reports:	Tenancy Officer x2, Senior Tenancy Officer x1, Lettings Officer x1, Specialist Housing Officer x1, Outreach & Support Officer x1
Team:	Housing Management
Department:	Housing and Neighbourhoods

JOB SUMMARY: To lead and manage a team of housing, lettings, and outreach officers in the delivery of a high performing, customer orientated, housing management landlord service.

There will be an emphasis on effective and regular casework management to ensure risks are well managed and high standards of service and value for money are achieved. Your team will be involved in functions relating to the whole lifecycle of a tenancy including letting properties, dealing with the end of tenancies; dealing with tenancy breaches including anti-social behaviour, alerting safeguarding issues; providing advice and assistance about alternative housing options.

PRINCIPAL RESPONSIBILITIES:

1. To lead, manage and develop a team of officers to provide an integrated and professional housing management service that meets its objective which is to promote service excellence, and develop individual and team potential.
2. To go beyond day-to-day management to ensure that staff and teams have the resources, development, autonomy, and support required to deliver long-term success and continuous improvement.
3. To be accountable for the performance and service delivery of the housing team for which the post holder is responsible, and report on performance and outcomes as required.
4. To participate in or lead project work and measures to improve service delivery. Initiate, develop, participate in, and implement new strategies and procedures to improve service delivery, work practice and performance, to ensure consistency of service delivery and guidance for staff.
5. To ensure that officer work practice and case recording is of a high standard with comprehensive recording and clear evidence of decision-making processes and ensuring that it is consistent with relevant legislation, case law, statutory guidance, policy, procedures, and good practice.
6. To manage the work in relation to the life cycle of a tenancy including ASB, breaches of tenancy, tenancy management, re-housing, tenancy sustainment, tenancy visits, and any

other housing management issue arising including casework and proactive work to tackle nuisance.

7. To manage the delivery of supported and sheltered housing services including those provided to other partners under a contract ensuring that the contract is adhered to.
8. To ensure that the service works preventatively and provides a high level of support and advice to victims and witnesses of antisocial behaviour, and to vulnerable tenants at risk, and that risk assessments, safeguarding, implementation of risk mitigation measures and reviews are carried out as per policy and procedures.
9. To provide high quality support to residents living in specialist housing schemes and requiring those requiring outreach and support services living in general rented accommodation. Manage a range of contracts on behalf of ISHA and ensure delivery of services by third party agencies.
10. To be responsible for the allocation and review of cases and to ensure that the pressures of time demanding cases and cases that could cause distress are evenly spread, and that appropriate case supervision and support/debrief mechanisms are in place for staff. To oversee the casework of the Housing Officers making decisions, giving instruction, and advising on appropriate courses of action, and enabling staff to resolve issues in a timely and effective way.
11. To ensure that the lifecycle of tenancy processes and procedures are implemented within legal requirements, statutory timescales, corporate policy (such as the Allocations Policy) and service specific operational targets and requirements, ensuring the best use of our stock and maximising our income.
12. To implement performance measures to ensure that staff prioritise work to mitigate negative impacts on our occupancy, income streams and reputation, and reduce the risk of fraud; and that administration, record keeping, systems and databases are accurate and up to date, and that information is accessible across the service.
13. To be the lead officer, as required, when there is a complex/high level issue with a property or housing management issue. To support the team to establish any actions required, remove barriers, and communicate with other departments as and when required as well as external agencies.
14. Managing staff to make use of the range of tools, powers and support available to provide a balance of support and enforcement appropriate to each individual case in order to effect change, reduce anti-social behaviour and breach of tenancy, and to sustain tenancies. To oversee the delivery of reparation and restorative justice interventions.
15. In cases where early intervention has been ineffective, instruct, advise, and enable staff in preparing and serving Notices and working in conjunction with legal services, and other agencies in preparing cases for court including collating information, drafting statements of truth, preparing witness statements, and service of documents. Ensuring staff follow up on matters after Court hearings, including liaising with relevant agencies and bailiffs, and providing feedback to communities, witnesses, and victims.
16. Maintain an overall knowledge and understanding of current legislation and good practice. Remain up to date and fully aware of relevant changes in legislation, case law, criminal justice, statutory guidance, and policy. Ensuring staff training needs and gaps in knowledge are met; and provide specialist advice e.g. anti-social behaviour, criminal justice, housing law, tenancy law, allocations and transfers, health, and safety, safeguarding issues, supporting individuals with complex needs etc to a range of other internal and external services, teams, and agencies.

17. To represent the housing management team on the data protection group and ensure that any requests for information from customers, employees, police, ICO or other authorised bodies are dealt with efficiently and in line with our data management procedure.
18. Understand your responsibilities for any data you own.
19. "Think privacy" when setting up any project, policy, or procedure. If it is a significant project carry out a data protection impact assessment
20. Monitor the compliance for any contracts within your service area where there is data processing.
21. Manage the day-to-day implementation of the Health and Safety Policy in the team.
22. Take ownership and responsibility for any service-related complaints/queries from residents ensuring that the customer experience is positive, professional and within set timescales at all times.
23. Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

24. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
25. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
26. To comply with ISHA's Code of Conduct, IT, Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
27. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
28. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, can-do, excellence, mutual respect, people focus, and in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

PERSON SPECIFICATION – Housing Manager		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
Education and Qualifications			
2.	Either a professional qualification e.g. CIH or similar, or a relevant degree level qualification or proven management experience of working in a similar field.	✓	
3.	Good general education with excellent literacy and numeracy skills.	✓	
Experience			
4.	Substantial experience of delivering a range of housing management services.	✓	
5.	Substantial experience of managing staff in a customer focused environment and providing in depth case work supervision.	✓	
6.	Substantial experience in developing/maintaining cross team/sector networks and relationships to ensure collaborative working in a multi-agency setting.	✓	
7.	Proven experience of working sensitively and proactively with young people and adults who are vulnerable and socially excluded.	✓	
8.	Proven experience of managing performance and behaviour, and encouraging innovation, creativity, and continual service improvement.	✓	
9.	Experience of working in the Housing sector.	✓	
Knowledge & Skills			
10.	Excellent interpersonal and emotional intelligence skills, and customer care skills, having a positive approach to resolving problems, complaints, and conflict.	✓	
11.	Extensive knowledge of the range of housing management services and the legal context, political, internal, and external environments in which they are delivered.	✓	
12.	Extensive understanding of housing law, tenancy law and antisocial behaviour legislation and other legislation including RIPA, Information governance and Data Protection legislation, Health and Safety, Equalities Act 2010, and Safeguarding Policy and Procedures.	✓	
13.	Knowledge of Health and Safety policy and practice as it applies in their area of work and within the workplace.	✓	

14.	Ability to write reports, responses, and letters, and to keep clear, factual, and contemporaneous records. To collate and present evidence and statements in a clear and logical manner.	✓	
15.	Is curious, with a strong desire for continuous improvement (for self and others)	✓	
16.	Ability to lead, manage and motivate a team, of differing abilities, effectively, to meet targets and deadlines and provide services to a specified standard, ensuring that staff and teams have the support required to deliver long term success and continuous improvement.	✓	
17.	Demonstrate the ability for innovative and strategic thinking and be able to generate new ideas, alternative options and develop realistic and practicable strategies, and ability to manage change.	✓	
18.	Ability to work independently to achieve results, and to build positive relationships with colleagues and other service providers to work collaboratively to enable a cohesive approach to dealing with housing management issues.	✓	
19.	Ability to understand the Housing Service from a customer perspective and commitment to support first class customer service.	✓	
20.	A high level of proficiency using Microsoft Office.	✓	
Values			
21.	Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> • Pride in team ISHA • Passionate commitment to customers • Trusted to make the difference • Respect for everyone 	✓	