



July 2022

Dear Applicant,

Post of Housing Manager

Please find enclosed the Application Pack for the above post.

The closing date for the return of completed applications will be **Monday 22nd August**. Application for the post is by way of CV and supporting statement. Please include the following in your statement:

- Current or most recent salary
- Details of two referees (please note that referees will not be contacted until offer stage or without prior consent)

Applicants will be shortlisted for interview based on their application matching the detail provided in the Job Description and Person Specification. We would therefore ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements as well as why you are interested in the role.

If you have any queries or would like further information, please contact Mike Orr at our recruitment partners, Aspen People, on 0141 212 7555.

Yours faithfully,

A handwritten signature in black ink that reads "Pamela Milne".

Pamela Milne
Chief Executive Officer



JOB DESCRIPTION

Job Title:	Housing Manager
Grade:	EVH Grade 9
Accountability:	Chief Executive
Responsible for:	All staff within the Housing Team
Date:	May 2022

1. Job Purpose

The specific purpose of the post of Housing Manager is to deliver a highly efficient and professional housing, factoring and welfare service to customers of Cadder Housing Association.

This post is a second-tier management position within the Association's staff structure and as such requires the post holder to provide strong leadership, and to lead the delivery of a responsive and continuously improving housing management service.

- Leadership of the Housing Team
- Depute for Chief Executive (holiday/absence cover)
- Compliance with all associated legislation and good practice
- Delivery of excellent Housing Services
- Delivery with Senior Management Team of Strategic Objectives
- Policies for housing and welfare services
- Complaints management for Housing services
- Performance reporting, improvement and returns
- Lead on and improve customer satisfaction across all indicators
- Undertake Customer Satisfaction Survey
- Income generation and management of arrears, voids, and welfare benefits for all the Associations customers
- Value customer feedback and lessons learned
- Stakeholder engagement, supporting customer groups and undertaking the annual rent consultation

2. Key Tasks and Responsibilities

- 2.1. To contribute to the overall strategic and operational direction and objectives of the Association, ensuring the work and activities of the Housing Team are taken into account.
 - Contribute to the development and review of the Association's Business Plan the Housing Team's Plan, Corporate Risk Register, Investment Plans, financial planning documents and department budgets.
 - Lead on and contribute to meeting the requirements of the Scottish Housing Regulator, the Annual Report on the Charter to the Scottish Housing Regulator.
 - Provide evidence and assistance to support the Board's Annual Assurance Statement.
 - Identify strategic solutions to improve the performance and service, aiding the implementation of the Association's Performance Management Framework, and supporting the smooth running of the Association's effective internal control systems.

- 2.2. To manage the Housing Team, ensuring the delivery of high quality and efficient housing and maintenance services to all the Association's tenants, owners and other customers.
 - Line manage the Housing Team, including delivering positive solutions and supporting with complex cases and issues with workload.
 - Lead on staff training, development, appraisals, absence management, authorising annual leave etc. within the team.
 - Lead the development of policies, procedures, and best practice strategies to ensure compliance with outcomes in the Scottish Housing Charter and other legislative and regulatory requirements.
 - Monitor and review targets for the Housing Team and advise the Chief Executive and Board of any significant performance or service issues that may impact on the Association's financial position, or seriously affect the service to our customers.

- 2.3. To manage the Housing Team to contribute to excellent service outcomes and the financial viability and sustainability of the Association.
 - Maximise income for the Association through the activities of the Housing Team by collecting rents, supporting customers in arrears and recovery of rent owed.
 - Establish strategic partnerships with relevant organisations to maximise support and assistance for staff dealing with customers in relation to arrears recovery and benefit matters e.g. Department of Work & Pension, Housing Benefit, solicitors etc.
 - Develop and continually review plans to mitigate financial risks to the Association and maximise support to customers through welfare services.
 - Pursue funding opportunities to deliver additional or enhanced services to customers.
 - Ensure the welfare service staff have the required resources to provide an excellent service to the Association's customers.
 - Provide reports to Board on performance.

- Lead the annual review of rent, factoring fees and service charges.
- In conjunction with the Business Improvement Manager enhance standards and efficiencies.
- Assist the Chief Executive in the review of the future of services.

- Allocations
 - Promote and market the Association to maximise interest and uptake on the Association' services and activities i.e. allocations, welfare service and resident participation, etc.
 - Analyse demand, demographic trends and allocation outcomes, and identify strategic solutions to attend to negative impact that may affect the Association's work.
 - Establish strategic and operational partnerships with relevant agencies to maximise the housing options and advice to housing applicants.
 - Promote tenancy sustainment initiatives through the Housing Team.
 - Ensure positive and pro-active relationships with the Homeless Casework Team in line with the Association's policies.
 - Ensure that allocations of housing are conducted in accordance with the Association's Allocations Policy.

- Void Management
 - Effectively manage void properties, minimising re-let times, to ensure viability of the Association.
 - Ensure full compliance with the void procedure by the Housing and Property Teams.
 - Lead discussion between the Property Team and Housing Team to initiate improvements in their respective roles to deliver efficiency in re- let times.
 - Develop and support strategies to improve work practices that contribute to excellent outcomes in the void management process.

- Estate Management
 - Develop strategies to maximise the Association's resources to ensure a pro-active and effective estate management service.
 - Develop and maintain strategic partnerships to contribute towards the improvement of the Cadder estate.
 - Develop systems to facilitate performance management and monitoring arrangements of key services and activities in the upkeep and maintenance of the Cadder estate by the Estate Caretaking Team and external contractors.
 - Deliver weekly inspections of properties and common areas to inform estate and handyperson work plans to mitigate risk to the Association.
 - Assist the Housing Team to proactively engage with customers on a regular basis.

- Neighbour nuisance and anti-social behaviour
 - Maintain good relationships with key partners to maximise their assistance and support in the management of anti-social behaviour and estate management issues.
 - Periodically review contractual arrangements to ensure value for money in the management of serious and persistent anti-social behaviour cases by Community Safety Glasgow.
 - Analyse complaints about anti-social behaviour and estate management, and identify strategic and positive solutions to attend to common issues.

- Factoring
 - Lead in the development of key policies and publications associated with the Factoring process i.e. Factoring Policy, Owners Handbook, Written Statement of Service.
 - Ensure the provision of an excellent quality factoring service, which meets the requirements of the Property Factors Legislation and Code of Practice.
 - Lead in conjunction with the Business Improvement Manager the factoring services to owners.

2.4. Ensure high levels of customer satisfaction with the Housing Team.

- Contribute towards the procurement of the Customer Satisfaction Survey on a cyclical basis, as well as developing a schedule for customer satisfaction in key areas of the Housing Team's services, specifically those related to the Scottish Housing Charter.
- Lead in the development and review of a Customer Charter, as well as the Association's Complaints Procedure.
- Process complaints and develop improved procedures and work practices as required.

2.5. Communicate with our customers to enable them to participate at a level they are comfortable with.

- Lead in the development and review of the Customer Participation Strategy as well as implementing the associated Action Plan.
- Along with other team members, promote participation to customers to maximise involvement in the Association activities.

2.6. Service the needs of the Board in relation to the work of the Housing Team, ensuring that the Board receives all the information it requires to enable it to set and measure the effectiveness of strategies.

- Service Board or Committee meetings as required.
- Ensure that the Board are advised of any change in legislation or other guidance as well as strategy, operational structure and policies.
- Ensure the provision of quality reports for information and decision-making in the work and activities of the Housing Team including all aspects of performance.

3. Other duties

- Manage, support and develop staff within the Housing Team.
- Deputise for the Chief Executive during their absence or as required.
- Positively contribute as a member of the Senior Management Team to achieve the aims of the Association.
- Uphold and deliver the Association's values.
- Chair internal working groups when required.
- Contribute to wider role and regeneration strategies aimed at improving services, activities and the Cadder area to meet the needs and aspirations of our residents.
- Ensure procurement of work, services and supplies contracts for regulated and key contracts is undertaken on a cyclical basis and is in accordance with the Association's Procurement Policy.
- Participate in promotional, marketing and community events relating to the Association's work.
- Be committed to your own professional and personal development to meet the needs of the role and the Association.
- Ensure the work of the Housing Team conforms to Health & Safety requirements and good practice.
- Uphold the Association's Equality & Diversity Policy and codes of practice.
- Attend, as required on a rota basis, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed by the Association.
- Attend meetings at evenings or weekends, as required in relation to your role and the Association's work.
- Carry out any other tasks commensurate with your role as directed by the Chief Executive or Board.

PERSON SPECIFICATION

Housing Manager

	Essential	Desirable
Education & Qualifications		
HND or equivalent	✓	
Degree or HND in Housing or Maintenance related qualification		✓
A professional member of Chartered Institute of Housing.		✓
Experience		
Minimum of 5 years housing management experience	✓	
Experience in housing maintenance	✓	
Experience working with Microsoft applications and housing management systems	✓	
Minimum of 3 years managerial or supervisory experience	✓	
Experience of policy and procedural development in the delivery of the housing management and maintenance functions	✓	
Experience in the procurement of work, services and supplies contract	✓	
Working for a Voluntary Board	✓	
Experience in the housing association sector	✓	
Experience with SDM housing software system (SQL reports, housing and maintenance modules)		✓
Experience of developing new systems and working practices to improve efficiency in a housing management setting		✓
Skills, Abilities & Personal Attributes		
A dynamic individual committed to continuous improvement, customer service excellence and innovation	✓	
Ability to demonstrate strategic thinking and planning	✓	
Excellent presentation and communication skills	✓	
Good interpersonal and team working skills	✓	
Ability to negotiate and influence others to meet the objectives of the Association	✓	
Highly motivated to excel in role	✓	
Highly proficient in IT	✓	
Customer focused	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals	✓	
Ability to handle a heavy and diverse workload and the pressures of conflicting priorities and demonstrate good time management to meet challenging deadlines	✓	
Ability to accept the responsibilities of the post	✓	
Flexible in approach to work	✓	

	Essential	Desirable
Ability to empower and motivate staff	✓	
Knowledge		
Legislative and good practice requirements in the requirements of a housing management and maintenance service within the housing association sector	✓	
Scottish Housing Regulator's Regulatory Framework and Scottish Housing Charter requirements	✓	
Microsoft applications	✓	
Other Requirements		
Awareness of equality issues and commitment to meet the Association's Policy and codes of practice	✓	
Uphold the Association's values and aims	✓	
Commitment to continuous improvement	✓	
Pleasant personality and a confident manner	✓	

Applications for Employment

1. Introduction

- 1.1 Cadder Housing Association was formed in 1994 and is a Registered Social Landlord and a Registered Scottish Charity. We evolved through two housing stock transfers from Scottish Homes in 1994 and 1998, and now own 695 properties and provide a factoring service to over 400 owner occupiers in the area.
- 1.2 Cadder Community Centre provides a facility for local residents' needs and aspirations for services, activities and events.

2. Post of Housing Manager

- 2.1 The post of Housing Manager is a crucial post where the successful candidate will lead the Housing Team to provide a high quality and efficient housing, factoring and welfare service to our customers.
- 2.2 The post is part of the Senior Management Team, reporting to the Chief Executive Officer. The successful candidate should be a strong leader able to manage and direct the Housing Team to deliver positive outcomes and a continuously improving housing service.
- 2.3 Cadder Housing Association is a full member of Employers in Voluntary Housing (EVH) and operated salary scales and conditions of service, which have been agreed by EVH on behalf of member organisations and the Unite Union.
- 2.4 The basic terms and conditions for the Housing Manager are as listed:
 - The salary for this post is EVH Grade 9 - £50,192 to £53,089
 - 35 hours per week
 - 25 days annual leave plus 15 public holidays per annum
 - SHAPS defined contribution pension scheme
 - Flexi-time working

3. Recruitment Process

- 3.1 Application for the post is by way of CV and supporting statement. Please include the following in your statement:
 - Current or most recent salary
 - Details of two referees (please note that referees will not be contacted until offer stage or without prior consent)

Applicants will be shortlisted for interview based on their application matching the detail provided in the Job Description and Person Specification. We would therefore ask applicants to provide clear evidence to show how your experience, skills and knowledge match those requirements as well as why you are interested in the role.

3.2 Your CV and supporting statement should be uploaded to <https://jobs.aspenpeople.co.uk/job/housing-manager-356.aspx> If you have any difficulty with this please contact Katy Gall on 0141 212 7555.

3.3 If you are invited for interview for this post we will arrange to view and copy your qualifications. References will only be requested if you are offered the position. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.

Please do not include copies of your qualifications or references with your initial application.

3.4 The job description above aims to outline the key requirements of the post and the person specification lists the minimum essential and desirable requirements for the post. When shortlisting for interview, the interview panel will only consider the information contained within your CV and cover letter and assess this against the agreed person specification.

3.5 The interview panel will not make any assumptions about the nature of your experience, skills or knowledge based on the list of job titles of your current and previous jobs in their assessment of your application. It is for you to comprehensively detail your previous experience and relate this to the job description and person specification. As well as paid employment you may also wish to provide details of any voluntary work or any other life experience or skills you can bring to the post and Association.

3.6 Your application is the start of your relationship with the Association and its content and quality will demonstrate your dedication to be successful in this post and work for Cadder Housing Association. It is for these reasons that you should ensure your application is legible and provides relevant and comprehensive information to give you the best possible opportunity of securing this post.

3.7 If you are related to any members of staff, consultants, contractors or suppliers to the Association – this should be clearly stated in your supporting letter. This will not necessarily be detrimental to your application.

3.8 If you are shortlisted for interview, we will ensure you are given reasonable notice for the date of your interview. The interview panel will set questions based on the job description and person specification to ensure they can appoint the candidate with the most suitable experience, knowledge, personal attributes and skills to excel in this role.

3.9 The award of employment will be subject to satisfactory references and a basic Disclosure Scotland check.

3.10 Cadder Housing Association aims to be an equal opportunity employer and is committed to diversity in employment. If you feel that there is anything specifically that you need from us to encourage our commitment, or you wish an informal discussion with us, then you may contact Pamela Milne, Chief Executive Officer, on 0141 212 1134.

3.11 Your CV and supporting letter should be submitted to Aspen People via the following link <https://jobs.aspenpeople.co.uk/job/housing-manager-356.aspx>

3.12 The closing date for receipt of your application is **Monday 22nd August 2022**.

If you have any difficulty uploading your documentation please contact Katy Gall at Aspen People on 0141 212 7555.



Fair Processing Notice

(How we use employee information)

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

1. Cadder Housing Association (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the [Data Protection Act of the 2018 Act] and the General Data Protection Regulation (EU) 2016/679 (GDPR), together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z8361444 and we are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be sent to dpo@cadderhousing.co.uk.

2. We collect the following information from you directly
 - (a) Name
 - (b) Date of Birth
 - (c) Address
 - (d) Telephone Number
 - (e) E-mail address
 - (f) National Insurance number

- (g) Personal characteristics such as gender and ethnic group
- (h) Qualifications
- (i) Attendance & Absence information
- (j) Bank Details
- (k) Emergency Contact Information
- (l) Copies of passports, driving licenses, birth certificates etc.
- (m) Applications and CVs for Employment
- (n) Pension Application forms
- (o) Disclosure and PVG Certificates

We collect and use the above information and personal data for:

- a. Administration of contracts of employment
 - b. Payment of salaries
 - c. Recruitment and selection
 - d. Pensions and associated benefits, appraisal, training and development
 - e. Membership of professional bodies
 - f. Proof of identity for Inland Revenue (Real Time Information)
3. We may disclose and share information about you with third parties for the purposes set out in this notice, or for purposes approved by you, including the following:
- To process your monthly salary payments;
 - To allow your pension provider to process pensions information and handle your pension
 - To allow your electronic pays slips to be produced and issued to you
 - Reporting information to the Scottish Housing Regulator as part of the Annual Return on the Charter (ethnic group and disability)
4. When you give us information we take steps to make sure that your personal information is kept secure and safe.

Personal information is stored on the Association IT server, HR Database and Payroll Software with restricted access.

5. We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Data retention guidelines on the information we hold is provided in our Privacy policy.

6. You have the right at any time to:
- Ask for a copy of the information about you held by us in our records;
 - Require us to correct any inaccuracies of fact in your information
 - Request that we restrict your data processing
 - Data portability
 - Rights related to automated decision making including profiling
 - Make a request to us to delete what personal data of yours we hold; and
 - Object to receiving any marketing communications from us

These rights qualified and are not absolute.

7. If you would like to find out more about how we use your personal data or want to see a copy of information about you that we hold or wish to exercise any of your above rights, please contact: dpo@cadderhousing.co.uk.

If you have any complaints about the way your data is processed or handled by us, please contact dpo@cadderhousing.co.uk.

If you remain dissatisfied after your complaint has been processed by us, you also have the right to complaint to the Information Commissioner's Officer in relation to our use of your information. The ICO contact details are noted below:

The Information Commissioner's Officer – Scotland
45 Melville Street, Edinburgh, EH3 7HL
Tel No. 0303 123 1115
Email scotland@ico.org.uk

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.