



Job Description

Job Title:	Head of Housing
Grade:	EVH Grade 9, SM 9-11
Responsible to:	Management Board reporting to the Director
Responsible for:	Asset and Customer Service Teams
Date:	October 2020

Purpose of the Post:

The postholder will be responsible for the provision and delivery of asset and housing management services helping ensure we meet our strategic objectives. The Head of Housing will oversee the work of our Asset Management and Customer Service Teams, maintaining our housing stock to a high standard whilst also delivering excellent customer service to tenants, service users and owner occupiers.

The postholder will further develop the performance culture that contributes to the ambitious strategic aims of the Association, ensuring consistently high levels of customer engagement and satisfaction.

As a member of the Senior Management Team (SMT) contribute at a strategic level to the leadership and direction of the organisation as a whole.

Responsibility:

- To provide innovative and dynamic leadership of the Asset Management and Customer Service Teams.
- To ensure that a long-term Asset Management Strategy and plan for our properties is in place informed by robust stock condition data, tenancy, and neighbourhood trends.
- Working with the Board and Senior Management Team to identify and progress property development opportunities.
- To lead on the procurement and successful delivery of an effective planned and responsive repairs service
- Provision of high-quality customer and client focused services
- Promotion of customer engagement that encourages empowerment and scrutiny
- Ensuring a well-trained, motivated, and effective staff team is in place, which is committed to the Association's objectives and values.
- To ensure operations comply with all statutory responsibilities including Health

and Safety.

Key Achievement Areas:

Leadership and Management

- Lead and manage the Asset Management and Customer Services Teams giving clear guidance on strategic objectives, priorities, and standards.
- Drive our commitment to continuous improvement and innovation across Asset Management and Customer Services Staff.
- Monitor staff workload and performance and motivate team members to achieve high standards of service delivery.
- Undertake annual staff appraisals, establishing collective and individual training requirements.
- Develop skills and implement individual and team training plans.
- Ensure effective forward planning in all areas of responsibility, anticipating problems, challenges, and opportunities.

Strategic

- Contribute to the Senior Management Team, assisting the Management Board in determining the strategic objectives of the Association and how to effectively achieve them including property development opportunities.
- Proactively support the management of change and the introduction of innovative ways of delivering services.
- Identify business and service development opportunities that will assist in ensuring the Association's long-term financial viability.

Operations

- Responsibility for the establishing, implementing, and reviewing all asset and housing management systems and procedures.
- Be responsible for day-to-day housing management quality control, ensuring decisions are taken properly, in accordance with policy and procedures.
- Ensure an effective service to tenants in key operational areas such as allocations and lettings, tenancy management, estate management, management of anti-social behaviour, debt management and recovery and housing benefit liaison.
- Maximising rental income through effective management and recovery of current and former tenant arrears.
- Maximising occupancy levels through effective allocations policies and procedures.
- Delivery of a cost-effective factoring service that meets agreed standards, satisfaction levels and income recovery

- Identifying operational risks and mitigation.

Asset Management

- Ensure the effective delivery of the day-to-day repairs' services to tenants.
- Work with the Asset Manager to ensure the Association has a robust Asset Management Strategy and procurement processes.
- Responsibility for development of policy and good practice on all aspects of the management and maintenance of the Association's housing stock.
- Working with the Asset Manager to select reliable contractors, to be responsible for the acceptance of tenders on property maintenance projects and for ensuring that proper tendering procedures are applied consistently.
- To be responsible for the determination and implementation of the planned maintenance programme, ensuring that the programme is on target and within budgetary constraints.
- Ensure that all properties comply with required standards including the Energy Efficiency Standard for Social Housing (EESH).
- Leading the Asset Management Team to develop a Carbon Reduction Strategy that will reduce the carbon footprint of our housing stock and asset services.

Performance Management

- Help establish performance indicators and targets in all areas of operation and to monitor performance against those targets.
- Make effective use of management systems and data to inform decision making.
- Keep the Board advised of performance in all areas,
- Identifying areas of under-achievement or non-performance and taking action to address them.
- Working with the Management Board and Senior Management Team to appoint consultants and contractors and undertaking regular performance reviews.
- Keeping abreast of regulatory standards, performance standards, and best practice, ensuring Asset Management and Customer Service policies and procedures reflect these.

Financial Control

- Working with the Senior Management Team to develop, manage and review appropriate budgets and resources to control expenditure, maximise income and achieve value for money in accordance with financial regulations.
- Ensuring budgets and targets within the postholders area of responsibility are met, monitored effectively, and controlled in accordance with agreed procedures, level of delegated authority and financial control and audit requirements

Community and Stakeholder Engagement

- Develop and implement a Tenant Participation Strategy in accordance with statutory requirements and organisational objectives.
- Maximise the opportunities for tenants and other customers to influence services and policies.
- Maximise opportunities for collaborative working with other organisations which will benefit our communities and tenants.

General

- Demonstrate a positive approach to leadership, encouraging high staff performance, continuous learning and development.
- Promote the values of Shire Housing Association.
- Carry out any other duties as determined by the Management Board and/or the Director.