L&Q Group

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| **Role title** | Area Lettings and Rehousing Manager | **Date** | 20.10.2023 |
| **Reports to Title** | Head of Empty Homes & Lettings | **Version** | 1.3 |
| **Grade** | Grade 10 |
| **Role Persona** | **Agile**  |
| **DBS Disclosure Required:** | **Yes** |  | **No** | **x** | **Standard** |  | **Enhanced** |  | **Enhanced +** |  |
| **Responsibility for End Results** |
| To be responsible for a responsive, efficient, agile, high quality and customer focused Lettings & Rehousing Service. To lead the Lettings & Rehousing service delivery and service offer and deliver reliable, repeatable, and consistent services that resident’s value and are satisfied with. To maximise potential rental income through achieving void turnaround targets. To develop relationships and strong partnerships with key external stakeholders to increase the satisfaction of residents living in an L&Q home. Effective leadership and management of resources and budgetsRepresenting and championing L&Q and its values whilst contributing to financial strength and customer experience. |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| 1. Leadership and management including customer service/ values

Ensure the Lettings & Rehousing Team are aware of the future direction of the business and are living the values of L&Q.Ensure that exemplary Lettings & Rehousing services are delivered, and we strive for continuous improvement.Ensure that Great Places to Work results are positive - the team are happy and motivated.Support the Head of Lettings & Rehousing and others in developing future strategy.To ensure that residents who come into contact with Lettings & Rehousing have any concerns around safeguarding and vulnerabilities are captured, and reported in line with L&Q policies and procedures. | 30% |
| 1. Strategy/ achieving objectives

Ensure strong performance, meeting targets, and ensure compliance with all regulatory requirements and standards.Work with colleagues across the business to improve resident satisfaction with the home, the services received and value for money.Lead on the development of new service offers and contracts. Manage escalated issues to resident’s satisfaction. Lead service improvements and the delivery of strategic and operational objectives.To ensure that the effective handover of New Build Schemes in line with allocations policy and in accordance with the Local Authority Nominations Agreements.To be up to date to current legalisation on Homelessness & Allocations. | 30% |
| 1. Working with others – internal

Managing day to day internal stakeholder relations, attending meetings such as Project Team Working (PTW) meetings and chair the Priority Needs Panel.Work with peers and teams to deliver operational and performance objectives and to get the right outcomes for residents. Build a can-do attitude with the team and across the organisation. Collaborate with peer Area Lettings & Rehousing Managers to collate, present, and compare performance and develop improvement plans and holistic solutions to problems. Collaborate with the wider business to ensure the right outcomes are achieved for residents at quality and pace. Work with HR (Human Resources) and OD colleagues to ensure that robust and supportive performance management practices are observed. Supports Lettings & Rehousing Officers, L&R Assistants and Seniors L&R Officers including other colleagues and external partners and contractors, to ensure new developments are considered fully throughout the planning and build stage and an efficient and effective handover from Developer to Lettings and Housing Management takes place. | 10% |
| 1. Working with others – external

Develop strong relationships and partnerships with LA partners and other external stakeholders which support better outcomes for residents.Work with local stakeholders to ensure that residents are receiving the services that they expect and deserve. Stakeholders could include, but are not limited to, councillors, MPs, resident committee members, commercial customers, etc. Work with local authorities and other public sector bodies to improve outcomes for residents. Collaborates with other organisations that can support improved service outcomes. | 5% |
| 1. Budgetary responsibility

Keep control of the Temporary Accommodation Budget through consistent monitoring and innovative practices.Lettings & Rehousing Team budget as appropriate | 10% |
| 1. Compliance

To work within L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk. | 5% |
| 1. Records and systems

Maintain the necessary relevant Trust records and systems. | 5% |
| 1. Risks

Manage risks associated with areas under the jobholder’s control. | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. |
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| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | 9 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. |
| • Project work is to be expected |
| **Technical Knowledge/Skills**  |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications (please note whether it is essential or desirable) |
| * Ability to manage multi-tenure housing management service provision (E)
 | * Knowledge of relevant Housing and Immigration Law and Welfare Reform. (E)
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| * Knowledge and ability to manage Tenancy/Leasehold management, Tenancy Fraud and Anti-Social Behaviour, including but not limited to dealing with Domestic Violence, Domestic Abuse, Hate Crime, Vulnerable Residents and Safeguarding. (E)
 | * Good knowledge of the regulatory environment in which we operate, including a detailed knowledge and understanding of the Regulatory Standards (ROSH), Together with Tenants Charter, Social Housing White Paper. (E)
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| * Knowledge and ability to manage of; Property, Facilities Management, managing agents, communal inspections, and service charges, s20 activities. (E)
 | * Record of accomplishment of exceptional customer service. (E)
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| * Excellent understanding of all aspects of Tenancy Management. (E)
 | * Experience of staff and performance management. (E)
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| * Ability to think creatively and deliver person centred solutions. (E)
 | * Understand value for money and can improve cost effectiveness (E)
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| * Ability to quickly disseminate difficult and complex information in a simple and engaging way (E)
 | * Excellent at presenting information, drafting reports, and delivering presentations in a style which is appropriate to the audience (E)
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| * Management experience in a mixed tenure housing organisation. (D)
 | * Developing a team, working in a complex service delivery operation. (D)
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| * Budget setting and forecasting experience (D)
 | * Risk management and control experience. (D)
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| * Balances operational efficiency and resident satisfaction. (D)
 | * The confidence and determination to do the right thing and challenge the norm (D)
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| * Confident in building meaningful relationships both internally and externally. (D)
 | * Ability to seek out and make informed decisions on new opportunities (D)
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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees
 |
| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm
 |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively
 |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions
 |
| **Impact** |
| * We measure what we do by the difference we make
 |
| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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