

Ekaya Housing Association Limited



Job Title: Housing & Partnerships Manager

Business Area: Operations Department

Contract Term: Full time - Permanent

Report to: Director of Operations

Responsible for:

Overall Objectives/Purpose of the role is to be a positive influencer of change to:

- Oversee resident-centred customer relations, housing operations, and engagement
- Lead, represent and be a positive influence to ensure effective partnering with customers, LAs, Voluntary agencies, service users and service providers
- Lead teams for Housing, Support and shared ownership services
- Ensure compliance with and ongoing self-assessment against with all housing and support regulations, statutory requirements (e.g. all the new Consumer Regulations since April 2024, Housing Ombudsman learning)
- Modernising temporary and supported housing services (e.g. developing Psychologically Informed Environments, and Trauma-Informed Care principles.)
- Effectively manage tenancy, property management and all our partnership agreements (e.g. third-party service management agreements)
- Lead and embed an open and positive safeguarding culture
- Lead and embed both a proactive and responsive risk management culture, with key influence of and adherence to the organisation's risk register

Accountability

1. Lead a resident-centred service for all housing (e.g. visits, estate management, arrears/income, voids) and customer service operations (e.g. complaints), for all tenure and services
2. Develop an engagement approach that works for residents, maximising and measuring the impact of the resident voice
3. Support SMT to source and establish new partnership opportunities, strengthening the current oversight framework in place (e.g. third party supported housing partners)
4. Develop and maintain a partnership and third-party responsibility matrix, clarity of duties and accountability to customers

5. Support the Designated Safeguarding lead to ensure a health safeguarding culture across all tenures, and maintain a safeguarding log of incidents and lessons learnt
6. Devise and oversee action plans for adding Trauma-Informed Care and Psychologically Informed Environment principles into supported or homelessness service delivery
7. Using a coaching framework to build self-sufficient teams, to deliver performance standards in line with upper quartile sector / peer benchmarking
8. Maintain a record of proactive learning and service improvement from sector and other best practice (e.g. Housing Ombudsman case studies)
9. Create and oversee dynamic consumer regulations compliance and self-assessments, with dynamic 'living document' updates throughout the year
10. Develop and maintain a strong and robust exception reporting framework, and a transparent 'near miss' reporting framework across all risk areas
11. Modernise service delivery and performance with effective use of automation and efficiency systems (e.g. use of technology on-site)
12. Proactive voids management framework, developing 'hard to let' escalation protocols for internal/external stakeholders
13. Establish a culture of early warning KPI management, and short-term or in-year target setting (e.g. quarterly) to prevent or tackle performance concerns
14. Oversee and co-ordinate 'on-call' services, respond to call outs as appropriate
15. Keep up to date with external factors and best practice within the housing and support sector ensuring legislative changes impacting operations are addressed.
16. Undertake other duties commensurate to the role

This job description (JD) should be operated with reference to all the Association's policies and procedures including Equality and Diversity, Health and Safety, Safeguarding and the Code of Conduct.

No Job description can be entirely comprehensive, and the post holder will be expected to carry out such duties as may be required from time to time, broadly consistent with the job description. This JD describes the current duties and responsibilities of the post and will be subject to periodic review, as the role evolves and gradual changes to the duties occur. Where substantial changes occur which affect the post holder or the level of responsibility, consultation will take place with the employee.

Signed: _____ Date: _____

(Post holder)

Signed: _____ Date: _____

(Line Manager/Human Resources)