

GHHA Greenhill Housing Association

Job Description

Local Service Manager

<p>Post Title: Local Service Manager Location: St Barnabas Court & Gillian House.</p>	<p>Section: Housing and Customer Service</p>
<p>Responsible To: Head of Independent Living</p>	<p>Hours: 35 hours per week</p>
<p>Salary Grade: Up to £30,411.00</p>	<p>Responsible For: Management of local schemes and generic housing stock ensuring operational day to safety and tenancy management delivering a high-quality housing and customer service.</p>
<p>Special Requirements</p>	<p>Requirement to work occasional out of hours, during evenings, weekends and bank holidays.</p> <p>Required to cover other schemes if required including general needs, sheltered and Extra Care.</p> <p>Post is subject to DBS screening and a full driving licence and access to a vehicle for business use?</p>
<p>Purpose of the Role: To deliver a local housing management and tenancy service that meets the needs of residents and complies with policy and regulation. To be an ambassador for GHHA delivering an excellent customer service.</p>	
<p>Key Responsibilities</p>	

1. To deliver local housing and tenancy management ensuring a quality customer service.
2. To carry out regular building and health and safety inspections, identifying and reporting repairs as required, monitoring fire safety, and ensure full function of services and alarm systems and recording of all checks tests and actions.
3. To ensure all schemes are compliant with our health and safety obligations, following GHHA's health and safety procedures. Conduct regular health and safety inspections, ensuring that customers have a PEEP in place if necessary
4. To maintain a high standard of cleanliness, safety and security of a building including communal areas and grounds the grounds and tasker corrective actions where required with contractors including setting action plans for improvement.
5. To ensure that all of our schemes are attractive and welcoming for our supported and retirement customers
6. Be proactive in local rent management including collection and escalating arrears issues to the IMO
7. To effectively manage the letting of properties within GHHA policies supporting the voids process with asset and repairs colleagues.
8. To maintain accurate records (ie visitor logbook, health and safety checks, maintenance visitors records, fire safety and alarm testing and maintaining accurate PEEP summaries, tenant's files and maintenance records).
9. To ensure that tenants' rights and dignity are respected including maintaining a high standard of data security and management.
10. To monitor the work of GHHA works and contractors to ensure a high-quality service and take action as required by reporting any deficits and challenging performance.
11. To arrange and monitor access to buildings.
12. To respond to on-site emergencies appropriately.
13. To fulfil our safeguarding obligations in accordance with the Care Act 2014, ensuring that vulnerable residents are signposted to key agencies. Provide appropriate support in our capacity as landlord
14. To apply GHHA housing management policies and procedures and ensure that timely actions are taken in order to deliver a high-quality service and protect the interests of the business.
15. To support and enable tenants to manage their tenancy and provide tenants with up-to-date information about local services and how to access them.
16. Refer cases to the Income Maximisation Officer where relevant and required to ensure tenants in financial need are fully supported.
17. To manage and deliver tenancy sign-ups for new tenants, being clear on tenancy and rent conditions, and supporting tenants to settle in.

18. To manage anti-social behaviour where it arises ensuring that relevant risk assessments and action plans are completed, and good record keeping is maintained throughout.
19. To support and encourage tenant engagement and consultation, working with the Tenant Engagement Officer to enable events and activities, and ensure that tenants are kept actively informed and involved in decisions relating to their scheme in line with GHHA policies. To support the community and activities at the scheme.
20. To manage the use of all communal areas within the scheme within GHHA policies.
21. To respond to service-related complaints and queries from customers
22. To develop and maintain positive working relationships with tenants, colleagues, all partners and stakeholders. To fully participate in meetings, training sessions and workshops as directed.
23. To carry out other duties as may reasonably be required.

Person Specification

Position	Local Service Manager	Reports To	Head of Independent Living	
Requirements	Application Form	Interview	Test	
Qualifications/Training				
Practical grasp of Maths and good written English at GCSE levels or equivalent	√			√
Experience/ Knowledge/Skills				
Housing Management				
2 years of experience in housing management with an understanding the roles and responsibilities of tenant and landlord or similar transferable skills.	√	√		
Experience of working with older or vulnerable people (can be in a voluntary capacity or with other vulnerable people)	√	√		
Understanding health and safety issues affecting tenants, older persons and general housing management	√	√		
Communication				
Ability to communicate effectively with a variety of a people (i.e. in writing and verbally)	√	√		√

Ability to keep accurate records, use GHHA databases, electronic communication methods and to write succinct and factual letters or other documents as required.	√	√	
Ability to effectively communicate with groups verbally and in writing (for example tenant meetings, notices, tenant information)	√	√	
Engagement			
Ability to develop and maintain positive working relationships with tenants, colleagues, all partners and stakeholders.	√	√	
Ability to empathise with tenants.	√	√	
Time Management			
Ability to manage their own workload and to meet deadlines.	√	√	
To be organised and able to manage, plan and prioritise own work.	√	√	
Excellent team player and able to use own initiative ensuring that effective housing and tenancy management, and performance measures and deadlines are met	√	√	
Ability to work flexibly to cover a variety of tasks, locations and schemes, and respond to emergencies as appropriate.	√	√	
IT			
Experience of using IT systems including MS Office packages, and databases	√	√	
Willingness to learn new systems and ability to use electronic communication	√	√	
Commitment to Quality			
A commitment to the continuous improvement of the services provided by GHHA and a high level of customer service delivering our Tenant Offer.	√	√	
Equal Opportunities			
A commitment to and understanding of the principles of equal opportunities in both employment and service delivery	√	√	
Customer Service			

A commitment to and understanding of the principles of customer service and delivering our Tenant Offer	√	√	
The ability to learn basic professional boundaries and exercise boundaries within the workplace.	√	√	
The ability to learn how to recognise and report safeguarding concerns.			
DBS enhanced	√		
Full driving licence and access to a car for business use?	√		

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