Colchester Borough Homes

Job Accountability Statement & Person Specification

Job Title: Housing Manager (Income)	
Grade: CMG 7	**Post Number:**
Directorate: Operations	**Team:** Housing Management

Responsible to:	Head of Housing Management
Responsible for:	Lettings Managers, Community Housing Officers, Housing Benefit Liaison Officer, Welfare Rights Officer, Financial Inclusion Officer, Leasehold Team.
Contact with:	CBH Board Members and Officers, Tenants and Leaseholders of council housing, members of the public, staff of other statutory and voluntary agencies and elected representatives.
Purpose of job:	Responsible for managing teams of Housing Management Officers/Managers and other specialist officers providing a comprehensive, effective, and responsive housing and estate management service. Act as the council's agent in the fulfilment of its legal obligations and policy commitments, ensuring that tenants and leaseholders responsibilities are carried out and/or enforced as necessary. Oversee the effective and efficient collection of rents and charges.

Principle Accountabilities:

- To lead, manage and motivate teams of multi-disciplinary officers. To carry out regular and effective team and one to one meetings, ensuring SMART objectives and service area plans are set, reviewed and delivered, ensuring absences and performance issues are managed according to set policies and procedures.
- Responsible for the delivery of tenancy, estate and housing management services within financial and budgetary boundaries ensuring that activities are carried out within agreed performance targets. Responsible for adherence to all safe working and lone working practices and procedures.
- To work with the Head of Housing Management in the development of strategies, policies, procedures, action plans and working processes and to deputise for them in their absence.
- To support and cover for the Housing Manager (Communities) having a broad understanding and experience of the roles and responsibilities of this post, including Community Caretaking Services, Estate Management and Anti-social Behaviour and Tenancy Sustainment.
- To manage the estate management of housing land and communal areas ensuring they a clean and safe in ensuring they are kept safe and clean in conjunction with the service delivery of contracts and SLA's covering cleaning and grounds maintenance.
- Responsible for all rent arrears and service charge collection procedures through to eviction, including adherence to County court agreements and pre court protocols. Liaise and work in partnership with relevant agencies (CA, Welfare Rights, Housing Benefit, CBC Legal Services and Housing Options) to provide support and assistance to CBH tenants and leaseholders.
- To ensure arrangements are in place for IT Review Hearings and to Chair these meetings and make formal decisions regarding introductory tenancies.
- To oversee the management of the void management process, ensuring that tenancies are terminated and started efficiently and accurately. Take responsibility to ensure that tenancy changes e.g., as a result of succession, assignment or mutual exchange are completed accurately and in accordance with housing law and policy guidance.
- Manage and implement the Resident Engagement Strategy, involving customers in the review, deliver, and development and monitoring of service provision and standards.
- Manage the delivery of the Financial Inclusion Strategy and actions plans and oversee and manage the Financial Inclusion Team.
- Review, deliver and implement the Leasehold Management Policy and oversee the management and work of the Leaseholder Team.
- Engage with the local community attending public meetings and fostering relationships. Work in partnership with agencies such as Social Services and the Police to develop and sustain local neighbourhoods. Attendance at meetings may be outside of normal office hours.
- Responsible for the management and enforcement of tenancies and dealing with complaints and enquiries from customers, councillors, and MPs.

- Coordinate the implementation of the performance and operational plans of housing services in line with Colchester Borough Homes' strategic and operational objectives, developing these plans year on year in a close working relationship with residents and other services.
- To promote and assist customers using self service facilities and ensure the updating of relevant information including web site and other materials.
- To produce and present data, statistical and generic reports to the Board and its sub committees and other forums including resident groups.
- Manage and monitor local budgets including the minor works budget. Provide support and recommendations to other teams for capital improvement schemes and priorities.
- To draft, implement and review Health & Safety risk assessments, ensuring that safe working practices are adhered to, liaising with the Health @ Safety Manager as required. To support colleagues in ensuring compliance with essential works such as annual gas servicing.
- Promote a customer and performance-oriented approach and culture within the section, ensuring that appropriate work plans, appraisal, supervision and staff development systems are in place to achieve the team's objectives.
- Provide a high quality of service and contribute towards continuous improvement within the organisation by achieving the objectives set out in individual work plans.
- Adhere to policies and procedures relevant to the post.
- Maintain accurate, complete, consistent and up-to-date records which are to be available as and when required for performance, customer insight or auditing purposes.
- Ensure that a high standard of customer care is always provided and provide cover for colleagues as required.
- Undertake other duties appropriate to the grade of the post as directed by managers.
- Comply with the organisation's Code of Conduct and Competence and Conduct Policy, maintaining the standards of behaviour, professionalism and competence required for the role.
- To comply with the appropriate Safeguarding responsibilities regarding children and vulnerable adults
- Up to date knowledge of relevant legislation in respect of role.

Essential Requirements:

- Awareness of and compliance with Health and Safety legislation and policy as relevant to the post.
- An understanding of the Colchester Borough Homes Equality and Diversity policies and a commitment to their promotion.
- Understanding of Housing Law and Tenancy Management

Skills & Attributes Sought	Essential	Desirable
Knowledge	Thorough Knowledge of: Tenancy and Estate Management Rent arrears recovery and prevention Housing and Welfare Benefits Resident Involvement Financial Inclusion Leasehold Legislation	Human resource legislation Staff Management Health and Safety Leasehold Management
Education	Degree or equivalent CIH professional qualification	People management qualification
Previous Experience	5 years' experience in Housing or similar related field Excellent computer literacy Experience of managing or supervising others	Experience of: Choice Based Lettings working with Councillors Chairing Public Meetings Housing management systems

Special Skills	Leadership skills Excellent written and verbal skills, with the ability to formulate a sound judgement from information which may be incomplete. Ability to resolve complex problems where a number of factors and several agencies may be involved. Ability to meet deadlines and work under pressure Maintain a high standard of work Ability to make decisions and take responsibility Ability to respond positively to organisational change and lead people through it Ability to motivate, develop and support staff to achieve their full potential Project management Good problem-solving skills Organised and Assertive Persuades and achieves cooperation of others Negotiates confidently and effectively	Ability to transfer skills Training and presentation skills
Professional Standards and Development	Demonstrates a commitment to maintaining professional standards and adhering to the organisation's Code of Conduct and Competence and Conduct Policy. Commitment to continuous professional development and a willingness to undertake learning and development activities to maintain and enhance professional competence.	
Other	To show and demonstrate an understanding of CBH's core values ("the CBH Way") May be required to work outside of normal working hours and to attend meetings or events at evenings or weekends Ability to travel around the borough and beyond as required	

Prepared by: Karen Williams	**Date:** March 2021

Note: A Job Accountability Statement is issued as a guide to help you to understand the duties of your job. It may be varied from time to time to meet new working requirements. It does not form part of your Contract of Employment.