



YMCA BURTON UPON TRENT & DISTRICT

JOB DESCRIPTION

Job Title: Housing Manager

Responsible to: Operations Manager

Location: YMCA Burton Upon Trent

Hours: 40 hours per week to include some weekends

Salary: £32,000-£35,000

Job Purpose:

- To ensure that the delivery of supported housing meets local priorities and that of the clients.
- To identify, plan and implement new opportunities and services that deliver high quality housing provision
- To lead and support projects as directed ensuring all YMCA targets are achieved.
- To maintain a detailed knowledge of Housing legislation and case law; to share this throughout the team and ensure it is incorporated into our policies and procedures
- To support the development of the Housing team and organisational culture that puts our Christian Core Values — Caring, Honesty, Respect and Responsibility - at the centre of all we do.

Principal Responsibilities:

- To maintain a detailed knowledge of the Housing Acts 1985, 1988, 1996 and subsequent or relevant statutes, case law and local council policy relating to the management and provision of temporary supported accommodation
- To lead on new and established partnerships with a range of partners that secure a strong pipeline of supported housing opportunities
- To identify new opportunities that will deliver high quality housing provision and

find solutions to unlock factors blocking delivery including the provision of detailed and complex advice on the financial viability of projects

- To manage voids, control debt management and ensure all service charges are collected.
- Ensure compliance with health & safety, void and bad debt targets, allocated budgets, maintenance standards, and the provision of furniture and fittings
- To manage the efficient lettings of properties and rooms ensuring appropriate housing benefit claims and advice are provided to tenants and rent payment systems are in operation
- To manage rent collection and arrears processes in accordance with our policies and procedures, maximising housing benefit take up and liaising with colleagues, to take appropriate arrears action where necessary
- To manage the Deputy Housing Manager and key staff
- To be responsible for the security and safety of all Housing properties
- To produce and communicate high quality reports, briefings and publicity material for a range of audiences
- To use and develop systems to ensure data sets are available to inform complex monitoring and reviews as required

Key Areas of Responsibility:

Service Delivery

- To ensure all aspects of service delivery comply with contractual, legislative and other requirements
- To ensure that best practice is being implemented particularly with regard to minimising voids, under-occupancy and bad debt
- To ensure effective implementation of the Lettings Policy
- To manage and deliver other housing related projects
- To manage and deliver support services
- To deal with complaints from both internal and external sources
- To represent the organisation at meetings, develop positive local community relationships and chair community meetings where appropriate
- To develop and maintain effective working relationships with all relevant organisations
- To ensure that residents are effectively involved in the delivery of our service through consultation and information
- To support staff in issuing verbal and written warnings and terminating licenses as necessary in line with current policies and procedures
- To lead in Health & Safety and Safeguarding within our Housing services
- To oversee the Mediation and Counselling projects

Managing Staff

- To be responsible for the effective recruitment, selection, and induction, motivation and development of staff, placements and volunteers
- To work closely with the Operations Manager to ensure all staff are effectively utilized, supported and given opportunities to develop skills and experience
- To supervise and evaluate staff performance on a regular basis, set objectives, goals, and targets and follow up with appropriate action as necessary
- To provide training, coaching and mentoring on housing related issues as required
- To contribute to wider organisational initiatives and external working groups as appropriate
- To support staff to mediate the resolution of any disputes/conflicts within staff teams
- To ensure the accommodation is supported and staffed to an appropriate level in line with policy and procedure and to provide cover where necessary

Managing Resources

- To be responsible for the management of the Housing budget including managing expenditure, controlling income, developing, planning and agreeing financial spend
- To provide a high standard of housing management to deal with all aspects of support housing, including providing direction for breaches of License Agreements
- To ensure the timely and accurate preparation of returns and that they are distributed to appropriate bodies
- To ensure the preparation of accurate and relevant statistical and financial information as required
- To ensure the maximization of income from benefit agencies and other funding schemes
- To work with the Operations Manager and to review and implement housing policies and procedures and update existing policies as appropriate to the accommodation services.
- To work with the Facilities Manager and Concierge teams to ensure that all health and safety legislation and procedures are adhered to, security of the buildings is maintained and domestic work is undertaken effectively and in a timely and professional manner

Sustaining Tenancies

- To work with staff to mediate resolution of any disputes and conflicts between residents
- To work with staff to ensure residents claims for benefits are applicable to ensure recovery of rent and service charges
- To facilitate external support networks for the benefit of the Association and its residents
- To provide referral agencies, partner organisations and applicants with information about the Schemes
- To serve notices and warnings in accordance with procedures.
- To work with the concierge / maintenance teams to ensure the general security and health and safety of the accommodation provisions including testing the alarms, monitoring and entry/communication systems

Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA, promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other Duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary.

To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to Act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

4 Relationships and Confidentiality

To establish, maintain and enhance team-working with colleagues and staff of YMCA Burton and to keep confidential all information about individuals and the business of YMCA Burton.

5 Association Ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies at all times.

Line Management Responsibility: Direct line management and leadership of the Tenancy Sustainment Team Manager, Security Concierge Manager and the Support Team. This post holder will also be expected to provide supervision or management as required to temporary workers, casuals, placements, work experience placements and to provide cover, including managerial cover.

PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting

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Requirements

Experience and Knowledge

- 1.1 Current in depth knowledge of housing issues and legislation particularly relating to homelessness, refugees, youth homelessness, drug and alcohol issues etc
- 1.2 Significant experience of preparing, managing and controlling complex operational/project budgets and forecasts, monitoring income and expenditure, ensuring value for money and of working with and maximizing Housing Benefit income
- 1.3 Extensive experience of managing a staff team effectively including recruitment, training, managing performance, disciplinary and handling stressful situations
- 1.4 Knowledge and experience of working with external bodies associated with, and/or affiliated to supported housing, vulnerable adults and young people
- 1.5 Experience of managing a large supportive housing project with vulnerable / challenging adults and young people
- 1.6 Experience of prioritising, setting targets, assessing and monitoring developments and reporting on and evaluating progress in a range of areas including through the use of computer software
- 1.7 Experience of producing and presenting reports including completing statutory reports
- 1.8 Experience of strategic planning, change management, writing business plans and agreeing and managing performance indicators

Training Education

- 2.1 Degree level qualification in Housing and / or related subject (Desirable)
- 2.2 At least a level 4 qualification in business / project management / management (Desirable)

Skills & Abilities

- 3.1. Ability to demonstrate an empathetic and person-centred approach,
- 3.2 Ability to demonstrate and understand the importance of effective leadership and

team working

3.3 Ability to work with minimal or no supervision and use initiative

3.4 Ability to multi task and prioritise using effective organisation, problem solving and planning skills

3.5 Ability to source funding streams, fund raise and write funding bids and applications

3.6 Ability to research, consult, devise, and implement new policies and procedures

3.7 Excellent communication skills

3.8 Ability to work with discretion, integrity and confidentiality

3.9 Ability to initiate, manage and implement change

3.10 Ability to identify, evaluate and monitor risks in relation to all tasks relating to housing delivery and advice on options to mitigate and resolve issues.

Other work-related requirements

4.1. Ability to support the Christian core values of the Association

4.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service

4.3 Excellent understanding of the needs of people from diverse cultural, social and racial backgrounds

4.4 Ability to work weekends, evenings and bank holidays as required and respond to call outs, telephone calls etc out of hours as required

4.5 Ability to travel to locations across the County as and when required.