

ROLE PROFILE

Job Title:	Housing Manager
Based:	Central Reading
Hours:	37 hours per week;
Remuneration:	up to £32.5k, depending on skills and experience
Contract:	Full-time / Established
Reporting to:	Head of Operations
Direct Reports:	6

JOB PURPOSE

Take responsibility for the efficient and effective management and delivery of all Launchpad-controlled properties and services, including income management, ensuring that the function operates within legal and regulatory frameworks and meets the standards set out by Launchpad.

RESPONSIBILITIES

Properties and Equipment:

- To manage the contracts of properties leased and/or owned by Launchpad Reading according to the Service Level Agreements and ensure that all returns are completed in the appropriate timescales.
- To ensure all properties, including Launchpad's offices, have robust planned maintenance programmes.
- To be responsible for void management, including lettings and refurbishment, within agreed targets to maximise occupancy levels.
- To ensure effective key control for all rental properties.
- To ensure the delivery of repairs and maintenance is of a high standard including regular property and void inspections.
- To ensure that Launchpad vehicles are correctly maintained and that taxation, insurances, MoT certificates etc are obtained in good time to ensure legal compliance.
- To ensure that regular meter readings are taken and submitted to suppliers.

- To assist with management of utility costs across all Launchpad properties by encouraging tenants and clients to use utilities wisely to avoid wastage.
- To work in conjunction with Human Resources to identify and acquire appropriate office furniture.

Finance and Income Management:

- To be responsible for managing, monitoring and authorising Housing expenditure against budgets.
- To be responsible for income management and rent collection, including an awareness of all changes within welfare reform, and to maximise rental income.
- To ensure that Launchpad receives value for money from contractors and all service charge costs are minimised.
- To understand the Housing team's IT software, ensuring its full potential to benefit Launchpad is achieved.

Staffing and Management:

- To provide positive and motivational leadership to the Housing team members ensuring their training and development, and that knowledge is shared appropriately with other departments.
- To conduct regular one to one meetings and annual reviews, monitoring staff performance and identifying training needs.
- To attend and participate in team meetings ensuring the views of all are listened to and appropriate action is taken.
- To monitor contracts with external suppliers to ensure best value is obtained, eg specialist deep cleans, Sharps removals, lighting tube disposal.
- Under the guidance of the Head of Operations to develop and implement policies and procedures on the full range of housing activities such as antisocial behaviour, rents management and rents arrears management, health & safety, tenant management and other relevant policies and procedures as required.

Customer Service:

- To deliver and manage the administration and day-to-day housing management service within Launchpad Reading.
- To ensure the provision of housing management to Launchpad tenants is appropriate to their needs and the contract. This includes maintenance, health & safety and income collection.
- To conduct regular Customer Satisfaction Surveys and analyse responses so that the service can be improved.
- To identify and agree an appropriate course of action in all matters relating to tenants, liaising with Supported Housing and other Departments as appropriate.
- To monitor the instances and resolution of complaints in relation to Housing and Anti-Social behaviour.
- To ensure all service delivery takes tenants' views into account.

Health & Safety / Legal:

- To ensure Launchpad properties and offices comply with all Health & Safety legislation and other regulatory obligations, including having the relevant safety certification in relation to Fire Safety standards, assessing risk and putting in relevant control measures.
- To ensure provision and availability of PPE for maintenance staff.
- To be responsible for ensuring that actions taken in respect of breaches of tenancy and eviction notices, up to and including court action, are carried out accurately and efficiently within appropriate timeframes.
- To collate and present any cases if required to go to court.
- Under the guidance of the Head of Operations, to refer to Launchpad's solicitors for legal advice on more complex cases as required.
- To keep abreast of relevant legislation in the sector and its impact on Launchpad, identifying best practice and promoting an environment of continuous improvement.

External Liaison:

- To develop and maintain effective relationships with relevant external agencies and to promote Launchpad whenever possible and appropriate.
- To assist in the promotion of awareness of homelessness and the needs of homeless people in the wider community. This may occasionally involve public speaking to outside organisations.
- To attend and participate in conferences, forums, external working parties and training courses where appropriate and as agreed by the Head of Operations.

General:

- To contribute towards the development of Launchpad Reading's objectives and strategies.
- To assist with the development of additional housing schemes and expansion of Launchpad's property portfolio.
- To compile reports regarding Housing performance to relevant parties both internally and externally as required.
- To identify and manage the tender process for large scale works, including creating a specification and identifying potential contractors.
- To operate within the framework of procedures and policies of Launchpad Reading.
- To promote equality of opportunity and ensure fair treatment in line with Launchpad's Equality and Diversity Policy in all aspects of Launchpad's work.
- To carry out any other relevant duties as appropriately required or delegated by the Head of Operations and other members of the Senior Management Team.

PERSON SPECIFICATION

Qualifications and Education / Training

- Educated to A-level standard or equivalent
- Professional equivalent qualification of the Chartered Institute of Housing (desirable)

Knowledge, Skills and Behaviours

- Knowledge of current Housing Law in Supported Housing
- Knowledge of current Housing Benefits
- Knowledge of maintenance
- Knowledge of Health & Safety legislation
- Ability to lead by example and motivate individuals to achieve objectives on a timely basis
- Ability to prioritise and work to deadlines
- Positive problem solving, negotiation and decision-making skills
- Strong IT skills including Word, Excel, Outlook
- Ability to interpret data and produce reports
- Strong numeracy skills
- Excellent administration skills
- Good communicator, both verbally and in writing
- Ability to work with a broad cross-section of Reading's community
- Committed to the principle of equal opportunities and demonstrate its implementation in carrying out day-to-day activities

Experience

- Managing housing repairs / maintenance and property stock condition surveys for support services
- Income Management
- Dealing with tenants in a supported housing context
- Supervising staff and liaising with contractors
- Hands-on usage of Housing / Rents databases, (ideally SDM)
- Developing and implementing policies and procedures
- Project Management (desirable)

Other requirements

- Able and willing to work outside normal office hours if required
- Willing to acquire and develop new skills