



Job Description and Person Specification

Job Title	Area Housing Manager
Job Grade	NCC grade I
Reports to	City Housing Manager
Direct Reports	Housing Patch Manager (up to TBC) Housing Officer (up to 2)
Other Resources	Budget TBC Laptop/Mobile
Role Purpose	<p>Responsible for leading, developing and supervising an operational area team to provide an excellent tenancy and estate management service, which meets the diverse needs and aspirations of tenants and leaseholders and improves the quality of life for all service users.</p> <p>To ensure that the area Tenancy & Estate Management team provide an efficient, effective, courteous and professional service to all service users.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Lead, develop, motivate and empower an area team to deliver excellent customer focused services and drive improved standards of tenant and estate services, and to develop good working relationships and co-ordinated practices to support this • Manage the performance and required standards of conduct of an area team to ensure performance, targets, objectives and deadlines are met. • Provide regular feedback to staff on their individual performance, undertaking of Performance Development Reviews, coaching, support and training to ensure they are equipped to carry out their role effectively and understand the standard of performance required from them • Contribute to the effective running of the service through attendance at meetings and training events as required. • To mitigate risk through proactive identification, partnership working and adherence to safeguarding process & procedures • To support and assist the City Housing Manager to identify, develop and implement improvements



	<ul style="list-style-type: none"> • To provide support to elected members and deal with their enquiries to ensure delivery of excellent housing outcomes for residents. To manage and monitor elected member casework. • Ensure that area budgets are monitored and utilised effectively in accordance with Company's standing orders and financial regulations demonstrating value for money and improvement to the living environment for tenants and leaseholders • Ensure that the actions Nottingham City Council Housing Services take in relation to ASB, harassment, and criminality are proactive, maximising early and successful resolution of cases • Ensure that related customer or service complaints are appropriately investigated, resolved and responded to within timescales • Contribute to the development of delivery of the Tenancy & Estate Management Team Plan. • To respond to emergency incidents and issues as and when required which may include attendance on site. • To promote and actively encourage tenant and leaseholder empowerment and involvement within the NCCHS to ensure they are actively engaged and have the opportunity to influence decisions. • To promote community cohesion, recognising that NCCHS serves customers and communities from a wide range of diverse backgrounds. • To represent the NCCHS and proactively support forums, review panels, partnerships meetings, tenant & resident meetings, community events as required. • To prepare and present comprehensive reports at meetings as required. • To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed. • To ensure that operational procedures and processes are developed, reviewed and updated on a regular basis to
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	<p>contribute to the efficiency of the service.</p> <ul style="list-style-type: none">• To ensure that operational processes and procedures are adhered to.• To provide operational support to the City Housing Manager as required.• Demonstrate and promote excellent standards of customer care in the context of NCCHS' Mission, Vision and Values, to uphold the Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary to the post.• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.• Additional duties as allocated by NCCHS as and when required.
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Signed and agreed by the post holder..... date.....

**PERSON SPECIFICATION – Area Housing
Manager**

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Previous experience gained in a fast moving, pressurised, housing management or customer facing environment dealing with complex issues and competing priorities 	E
<ul style="list-style-type: none"> • Experience of leading, motivating, developing and performance managing a team, to achieve challenging targets and objectives 	D
<ul style="list-style-type: none"> • Thorough knowledge and understanding of the legal and statutory framework relating to employment, local government, housing services and technical services, including data protection, FOI and Health & Safety 	E
<ul style="list-style-type: none"> • Understanding of financial regulations and company procedures relating to financial matters. 	E
Skills & Abilities	
<ul style="list-style-type: none"> • Ability to prioritise the work of the service area and manage and direct the process of change 	E
<ul style="list-style-type: none"> • Ability to produce and present comprehensive professional reports clearly and concisely to a diverse audience 	E
<ul style="list-style-type: none"> • Good interpersonal skills and a proven ability to communicate effectively at all levels in both individual and group situations 	E
<ul style="list-style-type: none"> • Ability to improve services and performance for tenants and leaseholders 	E
<ul style="list-style-type: none"> • A proven ability to positively represent the service by developing and maintaining effective relationships with internal and external agencies 	E
<ul style="list-style-type: none"> • Proficient in the use of all Microsoft applications 	E
<ul style="list-style-type: none"> • Ability to make accurate and timely decisions whilst under pressure 	E
Qualifications	
<ul style="list-style-type: none"> • NVQ 4/5 or Chartered Institute of Housing qualified or substantial equivalent experience / track record of success 	E
<ul style="list-style-type: none"> • Evidence of continued professional development 	E
Behaviours	
<ul style="list-style-type: none"> • Positive, professional attitude to getting things done 	E
<ul style="list-style-type: none"> • Creative and innovative, encourages fresh thinking 	E
<ul style="list-style-type: none"> • Deliver services through joint working 	E
<ul style="list-style-type: none"> • Ambassadorial and approachable to stakeholders 	E
<ul style="list-style-type: none"> • Demonstrated self-motivation, and able to work with minimum of supervision. 	E
<ul style="list-style-type: none"> • Highly customer focussed and able to demonstrate problem 	E



solving skills	
<ul style="list-style-type: none">• Must be flexible and be prepared to work outside normal office hours according to the needs of the service and willing to work at other office locations as required	E
<ul style="list-style-type: none">• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC's Equality, Diversity and Inclusion strategy and objectives.	E
<ul style="list-style-type: none">• Ability to challenge discriminatory attitudes, statements and behaviour.	E

Author.....**Date**.....