BRIGHTON & HOVE CITY COUNCIL

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:** | Housing Manager |
| **Reports to:** | Tenancy Services Operations Manager |
| **Department:** | Housing |
| **Section:** | Tenancy Services |

**Purpose of the Job**

To lead and manage a team of staff in the delivery of a high performing, customer orientated, housing management landlord service to council tenants and leaseholders. This will involve coaching, supporting and developing trainees as well as more experienced staff. There will be an emphasis on effective and regular casework management and performance management to ensure risks are well managed and high standards of service and value for money are achieved. Your team will be involved in functions relating to the whole lifecycle of a tenancy including letting properties and transfers, dealing with the end of tenancies; dealing with tenancy breaches including anti-social behaviour, nuisance, and environmental issues; working with residents to improve the appearance of the estate; involvement in maintaining/improving our stock/assets including health and safety, new developments, conversion programmes etc; working with vulnerable residents to improve health and wellbeing and reduce social, financial and digital exclusion; dealing with safeguarding issues; providing advice and assistance about alternative housing options. You will work as part of a team of Housing Managers but need to be able to work on your own initiative.

**1. Principal Accountabilities**

1. To lead, manage and develop a team of staff to provide an integrated and professional housing management service that meets its objective which is to promote service excellence, and develop individual and team potential. To go beyond day to day management to ensure that staff and teams have the resources, development, autonomy and support required to deliver long-term success and continuous improvement. To be accountable for the performance and service delivery of the housing team for which the post holder is responsible, and report on performance and outcomes as required.
2. Ensuring the development and progression of Housing Trainees through coaching, advice and guidance, intensive case management and supervision, work-based learning, training and development, and learner support for the CIH or other relevant qualification.
3. To participate in or lead project work and measures to improve service delivery. Initiate, develop, participate in and implement new strategies and procedures to improve service delivery, work practice and performance, to ensure consistency of service delivery and guidance for staff.
4. To ensure that officer work practice and case recording is of a high standard with comprehensive recording and clear evidence of decision making processes and ensuring that it is consistent with relevant legislation, case law, statutory guidance, policy, procedures and good practice.
5. To manage the work in relation to the life cycle of a tenancy including asb, breaches of tenancy, tenancy management, re-housing, senior housing, tenancy sustainment, tenancy visits and welfare checks, and any other housing management issue arising out of the city wide housing clusters and senior housing including casework, geographic issues, estate inspections, health and safety/fire regulations, environmental, access and boundary issues, and proactive work to tackle nuisance.
6. To ensure that the service works preventatively and provides a high level of support and advice to victims and witnesses of antisocial behaviour; and to vulnerable tenants at risk, and that risk assessment, safeguarding, implementation of risk mitigation measures and reviews are carried out as per policy and procedures.
7. To be responsible for the allocation and review of cases and other related work. To ensure that the pressures of time demanding cases and cases that could cause distress are evenly spread, and that appropriate case supervision and support/debrief mechanisms are in place for staff. To oversee the casework/workload of housing staff and trainees, making decisions, giving instruction and advising on appropriate courses of action, and enabling staff to resolve issues in a timely and effective way.
8. To ensure that the lifecycle of a tenancy processes and procedures are implemented within legal requirements, statutory timescales, corporate policy (such as the Allocations Policy) and service specific operational targets and requirements, ensuring the best use of our stock and maximising our income.
9. To implement performance measures to ensure that staff prioritise work to mitigate negative impacts on our occupancy, income streams and reputation, and reduce the risk of fraud; and that administration, record keeping, systems and databases are accurate and up to date, and that information is accessible across the service.
10. To be fully accountable for devolved budgets, ensuring that these operate within budget and in line with the council’s standing orders and financial regulations.
11. To lead regular multi-disciplinary cluster coordination meeting and/or citywide operational team meetings, coordinating work, setting tasks and actions for officers and ensuring completion of tasks and progression of cases / issues in a timely manner. Overseeing assessment of need and decision-making about appropriate courses of action in liaison with partner agencies. Overseeing the role of other agencies through detailed case management and discussion with stakeholders and line manager.
12. To be the lead officer, as required, when there is a complex/high level issue with a council housing property or housing management issue. To support the housing teams to establish any actions required, remove barriers and communicate with other sections of housing and the council, external agencies.

To represent and speak on behalf of housing at various meetings and case related /forums including MARAC / MARAT, Child Protection /Safeguarding Adults case conferences; operational multi-agency meetings; and local community/resident forums.

1. To lead, develop and improve operational relationships with internal service providers (other specialist housing teams and other council colleagues, including children and adult services, work and health related services) and external

service providers such as the Police and criminal justice, and community and voluntary organisations to ensure that a multi-agency collaborative approach is used to identify and deliver innovative, customer focused solutions for individuals, households and communities.

1. Managing staff to make use of the range of tools, powers and support available to provide a balance of support and enforcement appropriate to each individual case in order to effect change, reduce anti-social behaviour and breach of tenancy, and to sustain tenancies. To oversee the delivery of reparation and restorative justice interventions.
2. In cases where early intervention has been ineffective, instruct, advise and enable staff in preparing and serving Notices and working with legal services, Sussex Police and other agencies in preparing cases for court including collating information, drafting statements of truth, preparing witness statements, and service of documents. Provide instruction on behalf of the authority to legal services and the courts, attending court and evictions as necessary, and acting as the Council’s representative at court in decision-making, negotiating, and instructing solicitors/ barristers as required. Ensuring staff follow up on matters after Court hearings, including liaising with relevant agencies and bailiffs, and providing feedback to communities, witnesses and victims.
3. Maintain an overall knowledge and understanding of current legislation and good practice. Remain up to date and fully aware of relevant changes in legislation, case law, criminal justice, statutory guidance and policy. Ensuring staff training needs and gaps in knowledge are met; and provide specialist advice eg anti-social behaviour, criminal justice, housing law, tenancy law, allocations and transfers, void management, health and safety, safeguarding issues, senior housing, supporting individuals with complex needs etc to a range of other internal and external services, teams, and agencies.

**2. General Accountabilities**

Health & Safety

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

* To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others’ welfare and safety
* To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
* To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
* To ensure that safe premises, equipment and working environments are maintained

**Equalities**

To develop practices within Housing that uphold and develop the principles of the City Council’s Inclusive Policy in relation to staff and to service provision.

To work within and actively promote the City Council’s Inclusive Policy in relation to service delivery and staff management.

**Community Engagement**

To build excellent relationships with residents associations and other bodies representing housing in order to develop local knowledge to improve housing services.

To encourage residents to be part of local community groups such as resident associations or local action teams, and to access community groups and services in order to improve the neighbourhood and the quality of life of residents.

**Sustainability**

To seek value for money in all aspects of the role and seek out and share any ideas for improving the economic, environmental and community sustainability of our operations

To carry out and guide staff to encourage residents to take part in any housing, community or corporate sustainability initiatives

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive. It is very unlikely that this JD covers every issue that may arise within the post; therefore the post holder will be expected to carry out other duties fitting into the overall purpose and grade of the job.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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| **Post holder:**  Sign & print name |
| **Reports to:**  Sign & print name |
| **Date signed:** |
| **Department:** |
| **Section:** |

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

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| **Job Title:** | Housing Manager |
| **Reports to:** | Tenancy Services Operations Manager |
| **Department:** | Housing |
| **Section:** | Tenancy Services |

**Essential Criteria**

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| **Job Related Education, Qualifications and Knowledge** | Either a professional qualification e.g. CIH or similar, or a relevant degree level qualification or proven management experience of working in a similar field  Extensive knowledge of the range of housing management services and the legal context, political, internal and external environments in which they are delivered.  Extensive understanding of housing law, tenancy law and antisocial behaviour legislation and other legislation including RIPA, Information governance and Data Protection legislation, Health and Safety, Equalities Act 2010, Care Act 2015 and the Safeguarding Adults at Risk and Sussex Child Protection and Safeguarding Policy and Procedures.  Extensive knowledge and understanding of the issues and barriers for vulnerable people with a wide range of complex needs and /or disabilities.  Extensive knowledge and understanding of multiple deprivation, current government programmes of welfare and housing reform, and the national and local actions to reduce inequality.  Knowledge of Health and Safety policy and practice as it applies in their area of work and within the workplace.  An understanding of public sector financial regulations and budget management within Local Authorities. |
| **Experience** | * Substantial experience of delivering a range of housing management services * Substantial experience and knowledge of the legal process and context, and working in a political environment * Substantial experience of managing staff in a customer focused environment and providing in depth case work supervision * Substantial experience in developing/maintaining cross team/sector networks and relationships to ensure collaborative working in a multi-agency setting * Proven experience of working sensitively and proactively with young people, adults and seniors who are vulnerable and socially excluded   Proven experience of managing performance and behaviour, and encouraging innovation, creativity and continual service improvement   * Substantial knowledge and experience of using ICT, social media and software applications including Microsoft Office * Proven experience of reviewing, developing and implementing new practices and procedures |
| **Skills and Abilities** | Excellent communication, interpersonal and customer care skills, having a positive approach to resolving problems, complaints and conflict.  Excellent judgement skills and the ability to apply a range of legislation and policy to complex cases and providing a documented and reasoned well decision.  Ability to write reports, responses and letters, and to keep clear, factual and contemporaneous records. To collate and present evidence and statements in a clear and logical manner.  Ability to lead, manage and motivate a team, of differing abilities effectively to meet targets and deadlines and provide services to a specified standard, ensuring that staff and teams have the support required to deliver long term success and continuous improvement.  Demonstrate the ability for innovative and strategic thinking and be able to generate new ideas, alternative options and develop realistic and practicable strategies, and ability to manage change.  Ability to work independently to achieve results, and to build positive relationships with colleagues and other service providers to work collaboratively to enable a cohesive approach to dealing with housing management issues.  Ability to understand the Housing Service from a customer perspective and commitment to support first class customer service. |
| **Equalities** | To demonstrate a commitment to the principles of equality and to be able to carry out duties of the post in accordance with the Council’s Inclusion Policy |
| **Other Requirements** | To be willing and able to work from any office location and community settings, on our estates and in residents’ homes, often as a lone worker.  Collaborative working with all staff within Housing and with external colleagues and organisations as the job requires in delivering the business priorities for the service.  Demonstrable commitment to improving public service and customer care standards.  To participate in duty rotas to cover tenancy services and senior officer cover duties.  To be willing and able to attend out of hours meetings or community events in the evening or at weekends. |