

Role Profile

| | |
|--------------------------|---|
| Role Title: | Senior Housing Officer - Housing Management |
| Department: | Independent Living |
| Role Purpose: | The role will lead and manage schemes to ensure that the highest possible standards of service is provided in line with regulatory and contractual requirements, ensuring the scheme is financially viable and delivers inspiring leadership and support to all staff and customers. |
| Reporting to: | Regional Housing Manager |
| Responsible for: | Accommodation Officers and Night Concierge |
| Disclosure level: | Enhanced DBS check and Social Media check |
| Role Level: | <u>Frontline Worker</u> |
| Key Duties: | <p>Service Delivery</p> <ul style="list-style-type: none"> • To ensure a brilliant standard is provided in all aspects of service delivery • To work collaboratively with commissioned support service to ensure provision is aligned with any contractual arrangements • To develop a productive relationship with Local Authorities/Support Agencies to provide a collaborative approach to allocations and service delivery • Develop positive relationships with customers and key stakeholders by providing them with an effective communications network; managing complaints in line with policy and procedure • Conduct relevant audits and implement and monitor improvement plans as required • Liaise with statutory and voluntary agencies to ensure necessary support is provided for customers • Responsible for financial viability of the service; ensuring compliance with Midland Heart policy and procedures and all funding and contractual obligations, taking a proactive and creative approach to new business to support growth of service delivery • To review and set annual service charges for customers; ensuring they accurately reflect all related costs and amenity charges • Responsible for ensuring the completion of all related Housing |

Management tasks including assessments, sign-up's, attending allocations panel, managing ASB and taking legal actions as required

- To respond promptly and effectively to crisis and emergency situations.

Performance Management & Reporting

- To manage and monitor performance of service delivery and risk, ensuring compliance with quality standards and performance targets, in accordance with contractual arrangements, relevant regulatory framework, Midland Heart's policies procedures
- Manage and monitor the team's performance to ensure that standards, policies and procedures are complied with
- Provide performance reports accurately and within time scales as requested
- To take responsibility for and monitor the day-to-day administration of the service, including void management, rent and service charge performance, safeguarding, ASB and complaints
- To write reports and assessments of customers as appropriate and to ensure that all records, communications, statistical information, performance indicators and quality assurance measures are up-to date and accurate; to assist other staff in the production of assessments and reports as appropriate
- To ensure that all appropriate certificates and licenses are obtained and displayed

Staff Management

- To be proactive and ensure the staff team in the service are fully engaged in reviewing, developing and delivering on the organisation's corporate plan
- Recruit, appraise, manage and develop the performance of staff in the service(s) so that they function as a cohesive high performing team which achieves organisational standards and key targets
- Deliver efficient use of staffing resources in the service, ensuring that staffing levels are safe
- Ensure that each member of staff is fully aware of their role and responsibilities, receives regular and appropriate supervision, and has a personal development plan which is based on a balance between the needs of the individual and the service
- To ensure that regular staff team meetings are convened and recorded
- Create an open and honest environment in which staff feel able to contribute their views and ideas on the development of the service as appropriate
- To deliver and monitor the Health and Safety of customers, staff and visitors to the service and ensure adherence to policies,

| | |
|---|--|
| | <p>procedures and risk assessments</p> <ul style="list-style-type: none"> • Ensure all service users have information about health and safety and what do in an emergency • Ensure fire safety standards are met in line with policies and procedures <p>General</p> <ul style="list-style-type: none"> • To work flexibly and to provide stand-by and on call cover as appropriate • To provide cover as necessary for absent Managers as and when required • Any other duties commensurate with the nature and status of the role |
| Education, Qualifications and Training | <ul style="list-style-type: none"> • Housing Qualifications, Diploma Level 3 or A level equivalent • Evidence of ongoing continuous professional development. |
| Knowledge and Experience | <ul style="list-style-type: none"> • Housing Management experience • Experience of leading, managing and motivating staff • Working knowledge of Health & Safety and Building Safety legislation and regulation • Demonstrable experience of managing budgets to ensure financial viability. |
| Role Specific Skills & Behaviours | <ul style="list-style-type: none"> • Strong and effective Leadership • High customer service focus, with excellent communication and interpersonal skills • Well organised, with the ability to work to tight deadlines and excellent attention to detail • Strong understanding and respect for confidentiality • Ability to adapt to changing demands and deadlines • Innovative and creative • Maintains effective work behaviour in the face of setbacks or pressure • Understanding of and commitment to the principles of equality and diversity |