



Job Description

Job Title:	Housing Team Leader
Responsible to:	Housing Services Manager
Responsible for:	6 x Housing Support Officers
Salary:	£35,000

Purpose of Job

- To manage the provision of a high quality, responsive housing management service that delivers and focuses on positive customer outcomes and satisfaction.
- To deliver an efficient and collaborative lettings service.
- Manage a performance culture with a focus on continuous improvement, accountability and personal responsibility, where the customer voice is central.
- To manage the housing team to achieve optimum levels of performance and effectiveness, ensuring adequate levels of technical competence are established.
- To ensure we meet regulatory and statutory compliance in the delivery of our Landlord duties

Operational Duties & Responsibilities

- To manage and develop a high performing team delivering excellent customer focused housing services including tenancy management, anti-social behaviour, rent recovery, estate management and resident engagement.
- To deliver an efficient and value for money lettings service, taking operational responsibility for the nominations and lettings process on behalf of Ability Housing.
- Liaising with the Care and Support, Property Services, and other relevant agencies, cultivating local contacts and attending regular panel and other meetings to ensure properties are let on target, and to standard.
- To manage the delivery of an Intensive Housing Management Service, ensuring its delivery can be demonstrated and its effectiveness measured.
- To work with residents, internal and external partners and agencies to support and sustain tenancies, developing relationships and networking with other organisations to enable more effective working.
- To monitor and manage all breaches of tenancy, ensuring that cases are managed in line with policy, regulatory guidance and legislation.
- To authorise legal action within the level of authority, supporting the team to serve notices and attend cases in court in relation to tenancy breaches as required.
- To support effective case management, providing technical advice, guidance and support, and keeping abreast of key legislative and good practice developments.
- To be responsible for providing advice on safeguarding issues to the team



- To monitor external contracts and agreements to ensure contract terms are met and take action to address service failures promptly and escalate where necessary in relation to service charges.
- To support the Housing Services Manager in policy and procedure development, and the delivery of service improvements.

Corporate Duties and Responsibilities

- Act as an ambassador for Ability Housing at all times, promoting its role and achievements, internally and externally.
- Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential including appraisals and training plans.
- Regularly review and manage individual & team performance making appropriate interventions, acting promptly with the support of HR where required.
- Ensure that all communications relevant to the service are up to date, accurate and continually review their effectiveness.
- Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.
- Carry out any other duties that are commensurate with the general level of responsibility of the post.



Qualities	Criteria	Desirable / Essential
QUALIFICATIONS, SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of leading, motivating and managing a high performing team • Experience of delivering a letting function within a housing team • Experience in the delivery and development of a high-quality Housing Management service • Experience of developing a performance management culture in a customer focussed service organisation • Knowledge of multiple housing tenures including shared ownership, leaseholder, temporary housing, assured and assured shorthold tenancies and fixed term tenancies • Ability to plan and prioritise effectively to achieve targets and meet deadlines • Ability to effectively communicate and negotiate with residents, partners and contractors, especially in difficult situations • Ability to make and implement difficult decisions, solve problems and deliver service improvements using own initiative and creativity • Ability to analyse complex data, present information and make recommendations • Ability to multi-task and deal with competing priorities • Ability to motivate self and others, and have experience of performance management 	Essential
TECHNICAL KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of relevant housing law, regulation and good practice • Knowledge of current issues in housing, including housing and estate management and tenancy sustainability • CIH or other relevant professional qualification 	Essential Essential Desirable
IT SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Competent user of Microsoft Word, Excel, Outlook • Ability to interrogate and manage computerised databases • Ability to analyse data and keep databases up to date 	Essential



BEHAVIOUR	<ul style="list-style-type: none">• Genuine commitment to the Association's values and behaviours• Positive "Can do" approach to work• Goal-focused, positive and resilient• Self-managing, taking responsibility for own behaviours and development• Committed and adaptable• Willingness to learn and improve technical expertis• Committed to working in a customer focused environment	Essential
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