



Housing Services Manager

Candidate Brief

January 2022





Contents

Company Information

- Welcome Note
- About Us
- Our Vision, Values & Commitment

Role Description

Person Specification

Timescales

How to Apply

Welcome from Director of Operations (Housing)

Dear Applicant,

Thank you for your interest in the position of Housing Services Manager at Ability Housing Association.

This is an exciting time to be joining Ability. We are incredibly passionate about championing inclusion for people with disabilities, providing accessible homes and personalised Care and Support and maximising the independence, control and choice our customers have over their lives. We provide housing, care and support services for people who want to live more independently.

Ability has two operating divisions – Ability Housing and Ability Care & Support, which provide housing, care or support to more than 1,000 people with learning disabilities, mental health needs, and physical or sensory impairments, in 32 Local Authority areas in London and Southern England.

We are financially secure and, having taken the decision to remain independent, our board are ambitious for the future. We are looking to develop more homes, grow our care and support services and focus on our mission to support people with disabilities to live independent lives.

Ability is an organisation that puts people at the centre of all that it does. We have a committed, skilled and supportive staff team who believe in our mission to develop inclusive communities and are focused on making this ambition a reality.

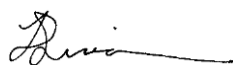
We live in challenging times and the Housing Services Manager role will be key to our continuing success. We are looking for a person with the capability to be both strategic and hands on, who is not afraid to challenge and is able to identify new ways of working and implement these across the organisation. We are seeking someone who can:

- Lead and manage the provision of a high quality, responsive housing management and customer service that delivers and focuses on positive customer outcomes and satisfaction.
- Lead on the management of an in-house contact centre which focusses and delivers customer excellence and is the core function in engaging with our customers.
- Lead on resident engagement, ensuring the customer voice is central to the delivery of housing, estate management and customer services.
- Develop and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility, where the customer voice is central.
- Provide strong leadership with attuned emotional intelligence, gaining buy in from a range of internal and external stakeholders.

We want to continue to grow as a social business and excel in giving a personalised and dedicated gold standard service to our customers. If you are a housing professional who is motivated by our beliefs and values – and who can ensure we continue to make a significant difference to the lives of people with disabilities - we want to hear from you.

I am looking forward to reading your application.

Yours sincerely,



Lucy Sivasundram

Director of Operations (Housing)

Company Information

About Us

Ability provides housing, care and support services for people who want to live more independently.

We have two operating divisions – **Ability Housing** and **Ability Care & Support**. These provide housing, care or support to more than 1,000 people with learning disabilities, mental health needs, physical or sensory impairments, in 32 districts in London and southern England.

We are ISO 9001 quality accredited and an Investors in People organisation.

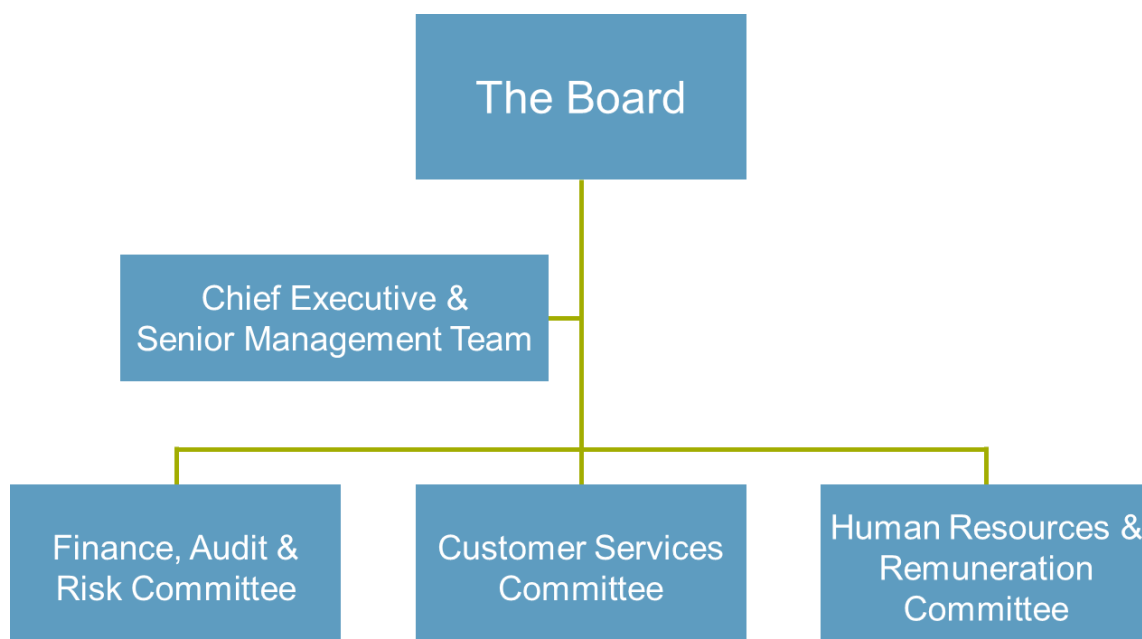
We are registered with the Care Quality Commission to provide personal care, and accommodation with personal care, in a variety of locations.

Facts and Figures

- We have 676 properties.
- Around 371 customers use our care & support services.
- We operate in 32 local authorities across the south east.
- We have around 200 members of staff.
- Our average weekly rent is £110.
- Our turnover in 2019-20 was £10.9m.

We are a company limited by guarantee and registered at Companies House, a registered charity, and a registered provider with the Regulator of Social Housing. This means that we comply with the regulatory and reporting standards set by these bodies.

In addition, some of our support services are subject to regulation and inspection by the Care Quality Commission (CQC). Our governance structure includes The Board, Chief Executive and Management Team, Finance, Audit & Risk, Customer Services and Human Resources & Remuneration committees and the Customer Panel – all supported by staff colleagues. The chart below shows the reporting structure.



Our Vision, Values and Commitment

Our Vision

“For people who want to live more independently to regard Ability as their first choice provider of housing, care or support services.”

At Ability, ‘to live more independently’ means customers having more choice and control over their lives, and having equal access to housing, mobility, health, employment and community involvement.

At Ability, being ‘first choice’ requires total customer satisfaction. To achieve this, we recruit people who share our values and we train and support colleagues to work always with a positive ‘can-do’ attitude.

Our Values

We focus on ability not disability

We focus on what each person can do – on their ability – rather than what they can’t do. We work together with our customers to help them overcome barriers to their own personal independent living goals.

We engage actively for feedback

We engage actively with our customers, colleagues and partners to seek feedback that helps us to understand how we can improve what we do and how we do it.

We value differences

We respect and value the individuality of each person. We believe that differences are strengths and that diversity enriches our lives and communities.

We demonstrate integrity

We encourage a culture of openness, honesty and personal accountability. We respond to a challenge by asking ourselves what we can do to help and by always delivering on our promises.

Our Commitment

We are committed to creating and developing a positive approach to customer service, where the views and opinions of customers and colleagues are placed at the centre of everything we do.



COMMITMENTS

VALUES

We engage actively for feedback

We listen actively to our customers, colleagues and partners to help improve what we do and how we do it.

We value differences

We respect and value the individuality of each person.

We focus on ability not disability

We focus on what each person CAN-DO.

We demonstrate integrity

Our culture is one of openness, honesty and personal accountability.

BEHAVIOURS

Seek first to understand

I will listen actively to ensure I have the best possible understanding.

Think: CAN-DO

I will focus on what is possible and think about what I CAN-DO.

Give a positive response

I will work with you to agree a positive outcome, without excuse or blame.

Personal ownership

I will take full responsibility for making sure the agreed outcomes are achieved in good time.



Job Description

Job Title:

Housing Services Manager

Responsible To:

Director of Operations (Housing)

Responsible For:

- Housing Management
- Customer Services

Salary:

£46,000

Overall Role Objectives:

- To lead and manage the provision of a high quality, responsive housing management and customer service that delivers and focuses on positive customer outcomes and satisfaction.
- To lead on resident engagement, ensuring the customer voice is central to the delivery of housing and estate management services.
- To lead on embedding a customer contact centre that acts as the one central contact point for all Ability customers.
- Develop and drive a performance culture with a focus on continuous improvement, accountability and personal responsibility, where the customer voice is central.
- Lead, manage and motivate teams to achieve excellence in all activities and build strong networks across the business, with particular focus on Care & Support and Finance, ensuring that KPI's are achieved and a value for money service is delivered.
- Responsibility for the Housing Management Budget
- To lead and manage the housing team to assist them 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 and Responsibilities

- To lead, manage, and develop a high performing team delivering excellent customer focused housing services including tenancy management, anti-social behaviour, rent recovery, lettings, estate management and resident engagement.
- To lead, manage, and develop a high performing team delivering customer services on behalf of Ability Housing including an in-house customer contact centre.
- Ensure Housing management and Property Services are aligned in delivering an efficient and effective response to tenants and achieving Value for Money targets.
- To contribute effectively to the development of the business service plan, ensuring clear ownership of responsibilities and targets within operational teams, the setting and reporting of KPI's and taking effective action to address underperformance.
- To establish and embed 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 investigate and respond to formal customer complaints and MP enquiries
- 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.

	<ul style="list-style-type: none">• To lead in policy and procedure development, and the delivery of service improvements
Corporate Duties and Responsibilities	<ul style="list-style-type: none">• 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.

Person Specification



Qualifications, Experience and Knowledge:

Essential:

- Proven experience of leading, motivating and managing a high performing 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
- Experience of investigating and responding to complaints
- Ability to provide a responsive efficient service which is underpinned by quality and value for money
- 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
- Experience of managing a budget
- Ability to motivate self and others, and have experience of performance management
- 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

Desirable

- Experience in the delivery and development of a high-quality customer services team

What You Need To Do:

Essential:

- Provide inspirational leadership and direction – lead, motivate and influence staff at all levels
- Demonstrate integrity and ownership of issues. As required leading from the front and taking responsibility for operational issues including the resolution of complaints
- Develop strong relationships and networks with key stakeholders to promote Ability Housing Association and seek new development opportunities
- Be a visible leader, communicating well with colleagues at all levels and understanding and solving issues that affect and impact on front line service delivery
- Effectively plan and implement change with a focus on the delivery of results
- Demonstrable empathy with the values of Ability Housing Association and customer focus to your work
- Must have full Driving Licence and own vehicle available for work purposes
- This post is 35 hours a week
- Excellent interpersonal, written and presentational skills for varied audiences

Timescales

w/c 4 th January	Campaign goes live
Applications close	24 th January
w/c 31 st January	1 st stage interviews
w/c 7 th February	Final stage interviews
Mid February	Offer, acceptance, resignation & confirmation of start date (depending on availability)

How to Apply:

Please follow the link in the advert to apply for this post. Complete the details and attach your cv, along with a personal statement, which can be attached as one document within the application process