



## Job Description

Job Title: Housing Team Leader  
Responsible to: Housing Services Manager  
Responsible for: 3 x Housing Support Officers

£35k p/a DOE

### **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.
- 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 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.

**PERSON SPECIFICATION**

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

IT SKILLS & EXPERIENCE	<input type="checkbox"/> Competent user of Microsoft Word, Excel, Outlook <input type="checkbox"/> Ability to interrogate and manage computerised databases <input type="checkbox"/> Ability to analyse data and keep databases up to date	Essential
<b>BEHAVIOUR</b>	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 expertise  Committed to working in a customer focused environment	Essential