

HOUSING SERVICES MANAGER JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Housing Services Manager
Reports to	Head of Housing
Responsible for	Housing Officers and Financial Inclusion Officer
Department	Housing and Communities
Tenure	Permanent
Hours	Full time, 35 hours per week
Salary	£41,919 per annum

About Cynon Taf Community Housing Group

Cynon Taf Community Housing Group (CTCHG) is a housing association based and rooted in Rhondda Cynon Taf.

We are committed to a vision of healthy valleys communities where everyone feels connected, supported and hopeful about the future. To play our part in that future vision we are on a mission to provide quality homes for current and future generations – and to service our communities by being an inspiring, trusted partner and employer.

We currently look after more than 2,000 homes for single people, couples and families, including four developments specifically for older people and, with specialist partners, two refuges for those fleeing domestic abuse and supported homes for people with learning disabilities.

We are also home to two subsidiaries: Down to Zero, a not-for-profit Community Benefit Society that we established to expand our community-led environmental activities. And Cwm Taf Care & Repair, which helps older homeowners and private renters to live independently in their own homes.

Our team is driven by a belief in the power of building strong communities – from creating healthier, greener homes or bringing partners together to develop new services, to helping people live up to their full potential. Driven by strong values of commitment, respect and integrity, we are committed to making a positive difference for our tenants, communities and people.

Main Purpose of the Role

The Housing Services Manager takes the lead for ensuring that our customers receive excellent levels of service from the organisation regarding all aspects of their tenancy – from application and allocation until a tenancy ends. This means creating an environment where the customer is at the centre of all that we do; that they feel listened to, empowered and able to hold us to account on all landlord related activities. We want to deliver services that not only exceed expectations, but create long lasting and trusted relationships, and this role is pivotal to achieving this vision.

The Housing Services Manager responsible for leading and managing a team of highly motivated and skilled Housing Officers, who are responsible for managing the tenancies across the communities that we work in. We operate a relational approach to tenancy management, where using good communication and negotiation to reach good outcomes is preferable to tenancy enforcement. However, the Manager will have

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the skills required to take cases to court on occasions and will be confident when advising team members and discussing various options open to the organisation.

A key part of the role will be motivating, coaching and supporting colleagues within the team to deal with business as usual enquiries, unpredictable levels of demand and on time challenging scenarios, in a calm and confident manner. This means co ordinating and analysing our data in a more proactive way than we do currently to drive continuous improvement, make the right investment decisions and to ensure that the team have the right skills and resources to create a tenancy management service that meets our customer's expectations and ensures we meet all the legal requirements under tenancy law.

In addition, the role is responsible for supporting the Head of Housing and Communities with wider management information and key performance data, which enables strategic and operational planning as well as an understanding of where we are doing well, and where we need to improve.

Housing Services Manager will be responsible for feeding information up to Head of Housing & Communities on a range of operational, risk related and compliance activity through both reporting structures as well as from feedback within their service areas and will contribute fully to both the risk management and budget setting and management processes.

The Housing Services Manager will work alongside the other Managers within the directorate to identify delivery challenges across the service, problem solve and find solutions that mean the service to tenants is optimised. In addition, the post holder will work with the Managers / Heads of Service, and the Director of Housing and Communities to create an environment where continuous improvement through a positive culture is embraced and the service delivers excellent outcomes for tenants and colleagues.

Key Responsibilities

- Strong operational leadership of the Housing services function, resulting in the team having the skills, experience and values to retain highest levels of customer satisfaction and tenancy management performance across our key areas of service delivery at all times.
- Ensuring the team is resourced well at all times so that customers are able to make contact when and how they wish to
- Ensuring that administration activities associated with tenancy management services are undertaken in a timely and professional manner.
- Developing and managing of a suite of KPIs within the team that recognises organisational values, priorities and regulatory, legal and external benchmarking data across all key areas within tenancy management services and places Cynon Taf CHG in a favourable place with other relevant organisations of the same size with comparative resources and culture.
- Strong budget management across all areas of tenancy management activity, including oversight of management accounts, work planning and forecasting, as well as contributing to the annual budgeting process by understanding key priorities and risks.
- Production of performance information, with strong narrative that enables the Housing and Communities Manager and Director of Housing and Communities to understand where performance across the team is good and what areas we need to improve
- Supporting and driving a strong customer service and satisfaction culture that improves on the annual tenant survey data in relation to how tenants feel that the organisation offers value for money in relation to service chargeable activity year on year.

- Developing a strong tenant engagement function around tenant profiling and equalities data, that enables tenants to get involved in the organisation in a range of ways, at times that suit them, on subjects that matter to them, and that we can tailor services appropriately.
- Co ordinating safeguarding responses, training and other associated activities in partnership with the Older Person's services Team Leader, so that no case is not handled in line with policy, and good practice, and our tenants are safe at all times

Key Measures of Performance

- Ensure that colleagues build excellent relationship with customers in order to minimise tenancy enforcement action, an increase informal resolution to tenancy issues such as rent arrears, anti-social behaviour, and access.
- Ensure that the team manage their time well across the range of responsibilities on their patch, and that the team remains well-resourced to cope well with unforeseen challenges.
- Drive performance across the full range of areas within an officer's portfolio and regularly review data from the team to enable colleagues to work to their maximum capability.
- Analyse a range of information to understand where performance is good, what can be improved and how this can be achieved.
- Ensure that colleagues update systems in an accurate and timely way to enable other colleagues to follow a paper trail and resolve issues well.
- Provide reports detailing information against KPIs, budgets, value for money metrics, and qualitative data that enable SMT and Board make strategic decisions to improve the organisation's approach to customer service and involvement.
- Co-ordinate equality, diversity and inclusion activity and data including tenant profiling work, retention of quality marks and make recommendations as to how to further have maximum impact on hearing the diversity of tenant voice.
- Attend seminars, conferences and good practice events to build networks and share good practice.
- Maintaining accurate records of all client interactions, adhering to professionalism, commercial confidentiality and GDPR
- Contribute to the development of the organisation, the team and your colleagues by attending and contributing to all key internal meetings as required and to virtual communication.

Key Capabilities

- Compassionate Leadership skills
- Relationship building
- Customer service expertise
- Networking skills
- Time management and project management
- Troubleshooting and finding solutions
- Able to work under pressure and remain calm.
- Deal with conflict in a calming way
- Self-motivated and able to work on own initiative.
- Team player
- Understanding of the strategic aims of the business

Person Specification

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

Technical Abilities

- Excellent knowledge of Housing Management and repairs practices including Contract management, Neighbour Nuisance, Anti - Social Behaviour and Estate Management, Voids and Allocations
- Understanding of welfare reform, housing benefit, universal credit, and income recovery processes
- Knowledge and understanding of the legal responsibilities and rights of landlords and Contract Holders and the duties of statutory and other agencies under health and safety and Contract law.
- Understanding of what excellent customer service is and demonstrate this when delivering housing management.
- Knowledge and experience of using customer data to improve services, and working in an inclusive environment where diversity is embraced, championed and individual experiences are heard and reflected in strategic and service delivery.
- Able to create high quality material on key Microsoft Office packages – Excel, Word, Teams and PowerPoint
- Able to use all key virtual meeting and messaging platforms independently and effectively – e.g., Teams, Zoom
- Experience of using CRM systems; specifically, QLx would be advantageous.
- Able to become proficient swiftly and confidently with new platforms / systems as required, for example to support new digital learning products.
- Able to produce written reports to a high standard and produce good records when required to assist the team.
- Strong budget management skills and able to understand and analyse management accounts, forecasting, etc.
- Ability to develop, operate, monitor, and maintain systems including IT for effective management information.
- Possess a valid full driving licence for a car and have the use of a car each working day.

Desirable

It would also be beneficial for the post holder to;

- CIH Professional Diploma or BA/BSc in Housing or equivalent relevant experience
- Have an understanding and practical experience of Equality and Diversity, Agile Working, Culture Change, Change Management and Modern Working practices.
- Ability to speak and write Welsh.

Annex 1**Our Vision**

Healthy valleys communities where everyone feels connected, supported and hopeful about the future

Our Mission

To provide quality homes for current and future generations and be an inspiring, trusted community partner and employer

Our Values

- **We are committed**

We are kind and care about making a positive difference for our tenants, communities and people

- **We are respectful**

We believe we can only work well together if we respect each other

- **We show integrity**

We work hard to earn trust by being clear, honest and responsible for our actions