

# HOUSING MANAGER

## Job Purpose

To manage HYELM's Old Street scheme and provide an excellent housing management service to HYELM's residents.

To ensure the proper administration, management, maintenance and building safety of the scheme in accordance with HYELM's values, operating standards, policies and procedures.

## Main Responsibilities

### LINE MANAGEMENT

Recruit and manage team members for whom you have a responsibility for in accordance with HYELM's standards, policies and procedures.

Hold regular one-to-one, annual appraisals and group meetings with team members for whom you have a responsibility for and maintain records of these meetings.

Develop the individual skills and competences of team members and provide honest constructive feedback regularly.

Provide leadership and management, to create an empowering environment which supports team members to be their best.

Ensure all team members for whom you are responsible are aware of and supportive of HYELM's mission, aims, values and strategic plans.

Manage duty and call rotas to ensure the scheme is operational in-line with HYELM's values and standards at all times.

### SALARY:

£44,543 per annum

### PLACE OF WORK:

HYELM, Old Street, London

### REPORTING TO:

Chief Executive Officer

### KEY RELATIONSHIPS:

Chief Executive, Director of Finance, Finance Officer, H+S Lead

### LINE MANAGEMENT OF:

Housing Officers, Maintenance Officer, Fire Wardens / duty officers

### LAST REVIEW:

November 2024

### HOURS OF WORK:

39 hours per week

### CORE HOURS:

9-5, Mon-Fri with some evening/ weekend work

### CLOSING DATE

The closing date for receipt of applications is 17:00 on Monday 6 January 2025. Applications submitted after the closing date will not be considered.

### HOW TO APPLY:

Please submit your CV and a supporting statement (no more than 2 sides of A4) to: [exec@hyelm.com](mailto:exec@hyelm.com)

## **HOUSING MANAGEMENT**

Ensure that all residents are provided with the highest standards of customer care at all times by providing a friendly, courteous and professional service.

Manage tenancies in accordance with HYELM's policy and procedure and legal requirements.

Manage the occupancy levels at the scheme to ensure void loss is kept to a minimum and remains within target.

Ensure arrears and bad debts are kept to a minimum and within target. Implement HYELM's arrears and bad debt policy and procedure and work with tenants to manage any arrears.

Ensure resident involvement is embedded in all aspects of the service offer and support the delivery of HYELM's strategy.

Manage resident communication, ensuring residents are kept up to date and consulted on all matters that may affect them and their home. This includes the planning and delivery of regular resident events, newsletter and annual tenants survey.

Manage and respond to serious incidents or anti-social behaviour.

Manage the complaints process, responding to complaints in accordance with HYELM's complaints policy and procedure.

Provide advice and guidance to residents on general issues including more permanent housing options, employment & work experience opportunities, development of life skills and general welfare issues.

Report serious welfare concerns to the appropriate agencies.

Develop relationships with external partners whose services would be of benefit to our tenants.

Develop and maintain effective relationships with external partners who provide housing referrals to the scheme.

## **REPORTING & REGULATORY RESPONSIBILITIES**

Maintain accurate and up to date tenant records, financial records and Health and Safety records in accordance with policies and procedures and data protection, ensuring records are securely archived or destroyed at the appropriate time.

Provide monitoring data and information as required, e.g. for benchmarking.

Manage insurance claims as they relate to the scheme.

Support the development and roll out of strategies, policies and procedures as they relate to the scheme.

Manage, monitor and report on budgets that have been delegated to you.

Provide accurate, timely reporting to the Executive Team and Board as requested.

## **BUILDING MANAGEMENT**

Be responsible for the overall security arrangements for the scheme.

Ensure security equipment, including CCTV and door access systems, are maintained in accordance with the service agreements in place and that any faulty equipment is replaced and alternative security arrangements are put in place as and when required.

Ensure the scheme is maintained to a high standard and oversee reactive, cyclical and emergency works as per an agreed budget.

Conduct regular checks on the accommodation and ensure rooms are maintained to a high standard.

Assess and schedule responsive repairs and works including pre-inspections and the identification / management of rechargeable works.

Ensure Health & Safety issues are dealt with as soon as reasonably practicable.

Advise, help and guide residents in the best use and care of the equipment and fittings provided within the accommodation.



## **HEALTH & SAFETY / BUILDING SAFETY**

Be aware of your personal responsibilities in regard to Health & Safety, and Fire Safety.

Take overall responsibility for the Health & Safety of the scheme in which you operate, acting as responsible person for the scheme.

Ensure that all policies and procedures in relation to Health & Safety are read, understood and followed at all times.

To provide regular reporting on H+S and Fire Risk Assessment actions, maintaining the Health and Safety Log.

Ensure contracts are in place to support compliance and remedial works including for testing / maintaining of fixed wire, portable electrical equipment and lightning protection at the scheme.

Ensure team members for whom you have responsibility understand their individual responsibilities as they relate to health & safety, including the provision of regular training.

To take an active role in the regular risk assessment of the scheme and activity within it.

Identify areas of risk, including manual handling tasks, complete an assessment of risk and reduce risks to as low as reasonably practicable.

Ensure that all potential and real hazards are reported and dealt with immediately.

Ensure that faulty / damaged equipment is not used and is reported and dealt with immediately.

Ask for further guidance / training on any health & safety issues you feel further support is required.

## **CONTRACTOR MANAGEMENT**

Manage, supervise, review the performance of contractors and support the procurement of contractors, in accordance with HYELM's delegated authorities.

Supervise contractors whilst they are at the scheme to ensure they adhere to HYELM's standards, policies, procedures and systems of work.

Keep and maintain accurate records of compliance checks, servicing and maintenance works carried out.

Appoint contractors in line with HYELM's procurement policy and procedure ensuring that contractors are assessed to ensure that they are competent to undertake the specified work.

## **GENERAL**

Act as an ambassador for HYELM whilst attending external events.

Undertake any other duties commensurate with the grade as may be specified from time to time.

Adhere to and promote General Data Protection Regulations.

Adhere to and promote our Equality and Diversity policy.

## Person Specification

### EXPERIENCE:

- Recent housing management experience at management level including staff management
- Managing voids and allocations
- Managing repairs and maintenance
- Management of Health and Safety in housing and the workplace
- Dealing with tenure management issues and anti-social behaviour
- Delivering continuous improvement in housing services
- Working in a diverse environment successfully with tenants and tenant groups
- Working with suppliers, contractors and partner agencies
- Track record of successful budget management
- Performance management

### KNOWLEDGE & SKILLS:

- Good understanding of Decent Homes Standards and Tenant Satisfaction Measures
- Good understanding of Building Safety Regulations, and the organisations duties within it
- Sound knowledge of the relevant legislation (Building Safety, Housing Acts, ASB, Crime and Policing Act, Tenancy Fraud legislation, Racial, Disability and Sex Discrimination and tenancy enforcement)
- Sound knowledge of best practice in Tenure Management, ASB, lettings, void control, budgets and tenant involvement
- Excellent interpersonal skills with the ability to communicate well with tenants, Board members, external agencies & tenant groups
- Able to lead, motivate and manage a staff team to achieve targets and high service standards
- Able to devise and review policy and procedures in relation to Housing Management
- Self-sufficient in the use of databases and MS Office products
- Able to write accurate and clear correspondence and reports
- Numerate, with good analytical skills and ability to manage budgets
- Able to plan and prioritise when under pressure
- Ability and commitment to working with individuals and groups of tenants to problem solve and achieve positive service outcomes
- Pragmatic, creative and flexible approach to problem solving and committed to taking initiative and achieving practical solutions
- Able to show an understanding of and commitment to high standards in resident involvement, diversity and customer care
- A flexible approach to working outside core hours including some occasional evening and weekend working

