

NORTH EAST LINCS WOMEN'S AID

JOB DESCRIPTION – Housing Development Manager

RESPONSIBLE TO:	Chief Officer
HOURS / SALARY:	37½ Hours - £24,589
DAYS / TIMES:	Monday to Friday 9-5 (flexibility needed for any emergencies)
BASED:	Women's Centre, Grimsby Town Centre

Our New Housing Project

This is a new, exciting, and very long-awaited project for Women's Aid. Offering a variety of housing options to our women and children has been a long-standing identified need. Having our own safe, secure, and quality housing in areas around NE Lincs has always been on our list of developments and has been one of our gaps in service provision.

Women's Aid have decided to launch the project by investing in the post and in various housing options. This is very exciting for trustees and our staff team.

As the post is new, the successful candidate will develop, plan and implement the whole project from the outset. The post-holder will undertake the admin duties for this project until it develops, when an admin post will then be advertised.

Overall Purpose of the Role

To develop, lead and manage the Housing Development Project ensuring delivery of an excellent and innovative client focused housing service to be proud of.

To be an excellent landlord and work for the benefit of women and children who have specific housing needs and who have experienced or are experiencing domestic abuse.

To eventually lead and manage the housing services staff, as the project develops.

To be responsible for managing Women's Aid property assets including buildings; land; flats; houses and their environs, whether owned or leased.

To be instrumental in the ongoing development of Women's Aid property portfolio contributing to the development of business and service options; operational policies and standards; and financing options with the aim of contributing to the long-term sustainability of the Charity.

To work with the Chief Officer in achieving Women's Aid's core objectives, creating policies and procedures and meeting any contractual, statutory or regulatory requirements.

To stay abreast of changes in statutory requirements, law and best practice and to identify and implement practice that contributes to the delivery of safe, quality, affordable housing.

Main Duties & Responsibilities

Purchasing and Obtaining Properties

- To identify individual housing ‘options’ and develop a business case according to the option.
- To be responsible for the management of property acquisitions with the aim of ensuring that the property portfolio meets the needs of the charity’s beneficiaries and business objectives.
- To liaise with estate agents and NELC Empty Homes Team to identify and view suitable properties to purchase.
- To liaise with potential superior landlords to identify and view suitable properties to manage/lease.
- To liaise with solicitors to manage the purchasing and completion processes.
- To liaise with the local authority regarding planning permissions, building regulations, fire regulations and make the required applications.
- To deal with any matters arising from environmental and/or local community issues.

Builders and Building Work

- To identify and plan schemes of works required to bring properties back into a lettable condition.
- To project manage property refurbishments ensuring that these meet timescale and budgetary targets.
- To allocate identified renovation work to the relevant contractors.
- To develop and maintain a list of approved safe contractors sufficient to ensure that property maintenance and refurbishment is carried out efficiently, safely and to a high standard.
- To undertake site checks, ensuring that contractors are on site at the required times and site health and safety is always adhered to.
- To manage and monitor the progress of any construction work, having regard to budgets, quality and timescales.
- To ensure all properties are renovated to the Decent Homes Standard as a minimum and adhere to good practice about energy efficient refurbishment of existing housing.

Client Tenancy Allocation & Management

- To deal with tenancy management issues including lettings (i.e. applications, viewings, tenancy sign-ups and inductions), compliance with tenancy agreements (including rents, neighbour nuisance and low-level anti-social behaviour) and termination (warnings and evictions).
- To develop an internal ‘allocations panel’ for the purpose of acceptance of applications for housing and the appropriate property allocation with the aim of creating sustainable tenancies.
- To ensure that individual tenants take responsibility and comply with the terms of their tenancy, from sign up through to termination and vacation of the property with the aim of creating sustainable tenancies and reducing costs associated with noncompliance and voids.
- To check properties and follow up repairs and maintenance tasks with contractors and tenants to ensure satisfactory completion.
- To ensure that neighbour disputes and anti-social behaviour are dealt with early, promptly and firmly to avoid disputes escalating.
- Where necessary, to undertake and record risk assessments and safety planning to establish risk and communicate with our support services when necessary.
- To promote and facilitate consultation and involvement of service users.

Managing Properties

- To be responsible for the management of void turnaround and allocation processes; and effective marketing with the aim of ensuring that property use and income from rents is maximised.
- To work to ensure that properties are safe and appropriately decorated, furnished and equipped prior to and during lettings.
- To maintain keys to all properties and facilitate a system of access to keys by contractors and staff.

Rent Management

- To robustly apply all rent management policies and processes so that rental income is maximised to achieve and exceed business plan targets.
- To provide comprehensive information and early intervention regarding rent payment, so that tenants do not get into arrears and are appropriately advised and signposted to services that will assist them to manage their finances where there is concern.
- To manage weekly/monthly rent statements including liaising with clients in respect of setting up agreements and arrangements to clear any rent arrears.
- To liaise with housing benefit departments regarding HB starters and leavers and any non/under payment of entitlement.
- To initiate, where necessary, tenancy compliance letters, warnings, and former tenant arrears contact in liaison with the admin department regarding the drafting and sending of such letters.

General Admin and Monitoring

- To be responsible for the efficient completion and systematic recording of all required housing management information through our OASIS recording, storing and retrieval systems to enable production of required management reports when needed (working within GDPR guidance).
- To develop and manage any recording and project management systems needed outside of our basic Oasis records.
- To develop and manage property files and client files using Women's Aid's electronic system Oasis.
- Initially, to undertake administrative tasks including answering telephone enquiries, filing, data-entry, rent records, reports, letters, inspections, preparing tenant documents, references and tenancy packs.
- To undertake regular checks on housing related supplies for all housing; order supplies, check deliveries, store and/or distribute goods appropriately.
- To supply meter readings and deal with/resolve any queries with suppliers, including payment when properties are empty.

Managing Staff

- Eventually, as the project develops, to lead, manage and develop housing services staff - overseeing work allocation, formal and informal supervision, performance monitoring and management, mentoring and organising formal training and development.

Standards and Targets

- To implement best practice to contribute to developing Women's Aid's reputation as an excellent provider of quality affordable housing.
- To undertake the role of Health and Safety Officer for the Housing Development Project covering all aspects of Health and Safety with regards to owned or managed properties and buildings, staff, contractors and the general public.

- To ensure that health and safety risk assessments, fire safety risk assessments and COSHH risk assessments are undertaken to the required standard and frequency and that hazards are identified and rectified immediately with the aim of ensuring that properties are safe and fit for purpose.
- To develop and deliver with the Chief Officer, new business plan targets and outcomes, ensuring they are achieved or exceeded.
- To be responsible for providing safe systems of work through risk assessment processes for self, employees and clients, that ensures a safe and healthy working environment.
- To establish and maintain positive relationships with departments, customers, external organisations and statutory agencies to ensure that women and children are able to access other services that will assist them to manage their homes and contribute to their communities.
- To ensure that any housing management policies and processes are applied and up to date.
- To monitor service performance and provide performance reports to the Chief Officer and Trustee Board as required and to attend trustee and management meetings as requested.
- To collect and monitor information regarding the project outcomes. When requested, to participate in the evaluation and future planning of the service.
- To contribute to the development of the organisation's quality assurance systems and work within them at all times.
- To ensure that any suggestions, compliments or complaints received from customers or stakeholders are passed on to the Chief Officer immediately.

General

- To work collaboratively as part of the management team.
- To be familiar with all policies of Women's Aid and ensure they are implemented at all times.
- To ensure complete confidentiality at all times. To work at all times in accordance with the confidentiality policy of Women's Aid.
- To understand and work with due consideration for safeguarding of children and vulnerable adults.
- To be responsible for adopting safe working practices, including lone working, and ensuring you do not endanger yourself, colleagues or service users.
- To work professionally in a non-judgemental way and within the guidelines of equal opportunities and anti-discriminatory practice.
- To draw to the attention of the Operational Manager/Chief Officer any issues which may impact on clients or Women's Aid.

You and our Team

- To establish and maintain positive relationships with our other services and staff to ensure that women and children can access additional support and services that also help them re-build their lives.
- To take responsibility for own professional development; undertake professional development activities; identify and engage with training and learning opportunities appropriate to the role.
- To work as a team member under the management of the Chief Officer.
- To work alone and on own initiative with due regard to our lone working policies.
- To promote a positive image of the organisation amongst agencies and the general public.
- To attend team meetings.
- To attend external meetings relevant to the post and provide feedback to the staff team.
- To assist in any fundraising efforts that further the sustainability of the project.
- To assist in raising an awareness of domestic abuse within the community.
- To work within the vision, mission, and strategic aims of Women's Aid.
- To carry out any other duties commensurate with the level of this post.

PERSON SPECIFICATION
Housing Development Manager

E = essential D = desirable

QUALIFICATIONS/EDUCATION

Any relevant qualifications in housing or housing law	D
Professional health & safety qualification	D
First Aid qualification	D

EXPERIENCE

Managing health & safety and risk assessments in the workplace	E
Working in the housing sector	E
Managing properties, rent, repairs, tenancies etc.	E
Admin, computers, monitoring, reporting, etc.	E
Managing performance indicators and measuring change	D

KNOWLEDGE OF

Housing and health and safety legislation	E
Safeguarding procedures	E
Local area, resources and agencies	E
Housing / welfare benefits legislation	E
Homelessness guidance	D
The impact of domestic abuse on the needs of women and children	D

SKILLS

Ability to work as an individual and on own initiative	E
Ability to develop, plan, organise and manage multiple tasks and timescales	E
Ability to generate ideas to develop services	D
Excellent verbal and written communication skills	E
Computer literate	E
Ability to write reports and collate stats/information	E
Ability to cope & remain calm during challenging situations, conflict or distress	E

ATTITUDE

To be flexible about times of work	E
Warm and caring, friendly but firm	E
Good personal hygiene and appearance	E
Person centred, non-judgemental attitude	E
Positive about creating change	E
Full clean driving licence and use of a car	E

This post will be subject to references and an enhanced DBS Check

Deadline for this position is Monday 31st August 2020

Applications must be signed and returned to PO Box 399, Grimsby, DN32 0WZ
(CV's are not accepted)

Info for your diary:

Successful candidates will be invited for interviews on Friday 11th September 2020

Successful and unsuccessful applicants will be notified in writing

Aug 2020