



Job Title	Local Housing Manager
Business Stream/Department	Retirement Living
Reports to	Operations Manager
No. of Direct (and indirect) Reports	Ancillary Employee / Assistant Local Housing Manager (Dependent on court)
Travel	Occasional

Job Purpose
<p>The Local Housing Manager is at the very heart of a Housing 21 Retirement Living scheme. This customer-facing role provides a professional, high quality and effective housing and support service to residents. With the support of the Operations Manager, the Local Housing Manager is responsible for all aspects of court life and relationships with the local community.</p> <p>The role is diverse, and no two days are the same. Our Local Housing Managers support all residents to enable them to live independently in their own homes, with a focus on tenancy sustainment, support and resident wellbeing. They ensure the building is safe and secure, engage actively with residents and the local community, and assist residents to reach consensus about local issues affecting their homes.</p> <p>The job holder will ensure that they work to Housing 21 policies and procedures and contractual guidelines at all times.</p> <p>The job holder will make sure that they fully understand and fulfil their responsibilities in respect of Health & Safety, Diversity & Inclusion and GDPR at all times.</p>

PROPERTY

Key Accountabilities	
1.	Ensure all periodic compliance checks, health and safety checks and requirements, and audits have been completed, recorded and acted upon.
2.	Identify issues, raise orders and manage reactive repairs on site as well as supporting with other Housing 21 departments carrying out planned maintenance projects.
3.	Procure and manage contractors for local services required at the court including gardening, cleaning and window cleaning.
4.	Effective management of void properties utilising Housing 21 policy and procedures to ensure properties are at a lettable standard and allocated in a timely manner ensuring value for money.
5.	Ensure the building and all communal areas are welcoming to a diverse customer base and maintained to a high standard.

6.	Provide “buddy cover” for surrounding courts for short periods of time in the absence of a Local Housing Manager, to include visiting if geographically close by or telephone support to those further afield.
7.	Manage permissions/alteration requests in line with Housing 21 policy.
8.	<i>Leasehold Courts only</i> – Assist the sales team with queries from purchasers, Leaseholders and solicitors. Undertake viewings and prospective Leaseholder interviews.

PERFORMANCE

Key Accountabilities	
1.	Assist the Operations Manager in setting annual court budgets. Monitor court monthly accounts, and review year end accounts.
2.	Manage rent accounts producing periodic rent statements, taking arrears prevention actions as well managing arrears cases to agreed level. Work with Operations Manager to manage higher level cases.
3.	Work to agreed targets in relation to void management and allocating and letting empty properties, including managing waiting lists and adhering to Local Authority nomination agreements (where applicable)
4.	Vary and complete repair orders to enable timely payments of contractor invoices.
5.	Utilise all Housing 21 systems as required, ensuring records are kept up to date and are GDPR compliant.
6.	Undertake and fully participate in assessment toolkits such as Housing Quality Standards and Quest to ensure excellent service standards at your court.

PEOPLE - RESIDENTS AND COMMUNITY

Key Accountabilities	
1.	Create a ‘lively Court’ by organising and facilitating events and activities, ensuring an active and vibrant environment is created to reduce social isolation.
2.	Actively encourage the use of communal facilities for social activities for residents, involving older people and local organisations in the local community where appropriate and possible.
3.	Actively engage with the local community, promoting our services and creating opportunities for partnership working.
4.	Work with residents to ensure their feedback and opinions are heard and acted upon in relation to court living including use of communal facilities, reviewing court service agreements and general day to day management. This includes hearing harder-to-reach residents’ voices.
5.	Respond accordingly to all instances of anti-social behaviour (ASB) on court to help resolve matters before they escalate, seeking advice and support where needed by line manager. Ensure ASB policy is followed, appropriate action is taken if and when required and records are maintained.
6.	Respond effectively and proactively to concerns and complaints, escalating to line management or support departments as appropriate or required.
7.	Act as facilitator/coordinator to ensure that residents receive the care and support services they require from other relevant agencies.

8.	Ensure safeguarding policies and procedures are followed including the recording of safeguarding concerns and liaison with relevant agencies.
9.	Develop and maintain effective and professional relationships with all residents and the family or supporters, whilst maintaining the organisation's policies and procedures including Code of Conduct and Professional Boundaries.
10.	Develop and maintain appropriate records identifying individual needs and signposting to external agencies as appropriate i.e. Welfare Rights, Citizen Advice Bureau, Age UK.
11.	Ensure that new residents are welcome and understand how all the services operate.
12.	Develop and maintain effective and professional relationships with Contractors, in line with the organisation's policies and procedures including Code of Conduct and Professional Boundaries.
13.	Undertake and accurately record resident welfare checks in line with Housing 21 policy and residents' choice.
14.	Focused on Tenancy Sustainment, with a proactive drive to maximise residents' income.
14.	Knowledge of the range of government benefits and statutory payments available and the ability to use this to explore a resident's situation to give an indication of the benefits that are likely to be available to them. Utilise knowledge and experience to assist residents in applying for these benefits and support.
15.	Ensure that a professional, high-quality service is provided at all times.

PEOPLE - EMPLOYEES (if applicable)

Key Accountabilities	
1.	Assist with recruitment and induction of new employees including cleaning employees/Assistant Local Housing Manager
2.	Line manage employees, providing support, training and managing performance to ensure the provision of a consistent, professional, high-quality service to residents.
3.	Ensure that all employee records are up to date, including induction, mandatory and other relevant training.

General

Key Accountabilities	
1.	Ensure all administration is effectively and efficiently completed in accordance with Housing 21's policies, procedures and practices.
2.	Attend training courses and team meetings as and when required and ensure training is up to date.
3.	Be aware and comply with Housing 21's policies and procedures related to the role.
4.	Undertake any other duties in line with the general level of responsibility of the role.

Complexity
Takes ownership and accountability of a wide and diverse range of tasks, asking for support from Line Manager and/or other Housing 21 colleagues as and when required. Applies judgement to a variety of tasks using past experiences to solve problems.

Communicating and Influencing
Listens and develops a clear understanding of situations/issues/queries, remaining professional and offering a balanced and impartial viewpoint when necessary. Can explain detailed information to others, ensuring a clear understanding.

Knowledge and Experience	
Excellent standard of reading, writing and numeracy.	Essential
Experience of working in the social housing sector, particularly with a focus on older people.	Desirable
Knowledge and/or experience of the issues faced by older people or other vulnerable groups in particular Dementia, drug & alcohol use and mental health.	Desirable
People Management, i.e. direct reports, contractors.	Desirable

Qualifications and Training	
CIH Level 3 or 4.	Desirable

Additional Requirements
Satisfactory Enhanced Disclosure from Disclosure and Barring Service.
Ability to access all areas of the court, often involving using stairs multiple times a day. There is a need to be able to access all properties regardless of floor level to carry out the role effectively and as required.
Undertake training in line with the development of the Local Housing Manager service and role.
Travel to other Housing 21 and external sites for cover, training and meetings.
Competent user of ICT with the ability to send emails, compose and print letters, interpret spreadsheets, complete online forms and be able to learn in-house databases. Ability to support residents to reduce digital exclusion.

Skills and Behaviours
Committed to providing an excellent service to residents tailored to individuals needs and expectations wherever possible.
Listens, consults others and communicates clearly, proactively and professionally (both spoken and written). Mediation skills.
Able to build and maintain professional, good relationships with residents, colleagues and external contacts.
Able to personally manage conflicting priorities, a busy schedule of operations and prioritise and deliver against objectives.
Able to remain calm and professional at all times even in tense or emotive situations.
Demonstrates integrity with a sound knowledge of GDPR and professional boundaries. (Mandatory training is provided)
Leads from the front and acts as a role model for professional standards and flexible customer service, driving a customer first attitude.
Shows support in the expansion of the organisation's service portfolio and market penetration within the region.
Respects and contributes to corporate strategies and plans. Positively promotes these on a day-to-day basis.
Committed to promote a positive image of Housing 21 at all times.
Values diversity and demonstrates practical commitment to equality of opportunity.
Values health and safety and shows a commitment to ensuring a safe working environment.