



JOB DESCRIPTION

Job Title:	Housing Services Manager
Team:	Housing Services
Location:	10 Mansfield St, Glasgow G11 5QP
Salary:	EVH Grade 8 (£44,083 - £47,694 per annum) <i>Pending 1 April 2024 pay review</i>
Reports To:	Operations Director

Overall Purpose

To support the Operations Director in delivering excellent housing management services; delivering an effective customer experience and maintaining strong performance with a commitment to optimising customer satisfaction and being committed to delivering on tenancy sustainment through effective partnership working.

Key Areas of Operation Managed by post holder:

Income Maximisation

- Maximising rental income; including ensuring the effective management and recovery of current and former tenant arrears and associated debts;
- Meeting tenants in arrears facing potential court action and eviction; agreeing repayment arrangements and approving court applications;
- Liaising with legal advisors on case management, reviewing progress and overseeing process;
- Minimising tenant debt and ensuring money advice is well targeted and that any entitlement is maximised;
- Managing rent account, including creating and updating rent accounts and other charges, rent registrations, ending tenancies, and regular review and refund of account credits;
- Manage housing allocations and advice in line with policy, including application management, allocation of our social rented housing options and advice and liaison with relevant agencies;
- Managing the effective turnaround of voids, minimising voids periods and rent loss;
- Taking actions to support tenancy sustainment, including working in partnership to seek financial and other support, and ensuring compliance with the homeless protocol;

- Lead and deliver customer engagement including the development of groups and initiatives, and the use of customer profiling; contributing to tenant scrutiny activities in line with the Scottish Social Housing Charter.

Regulatory Requirements

- Coordinating and completing of the Annual Return on the Charter to the Scottish Housing Regulator; working with colleagues to meet timescales, achieve accuracy and participate in regulatory reviews as needed;
- Providing accurate statistical data compliant with the requirements of the Annual Report on the Charter (ARC) and other regulatory/ statutory submissions to the Scottish Housing Regulator (SHR), Scottish Government, and other relevant bodies;
- Contributing towards compliance with the Scottish Housing Regulator's of the Regulatory Framework, specifically the Annual Assurance Statement and the Scottish Social Housing Charter.

Estate Management and Anti-social Behaviour

- Delivering an effective, value for money tenancy and estate management service, including estate inspections and work to tackle and reduce anti-social behaviour, making decisions and managing legal action as required;
- Working closely with colleagues to support and contribute to asset management and wider role strategies;
- Supporting the Operations Director and others across the business in the delivery of PHA's Customer Engagement Strategy and Equality Policy as a Management Team member.

Key Responsibilities for Area of Operation:

- Supporting the Operations Director in developing key strategies, policies and services and developing effective partnership approaches to respond to the challenges that our customers face;
- Leading the implementation and review of relevant policies and services; ensuring risks are effectively mitigated and managed, and that good practice and benchmarking is reviewed;
- Ensuring compliance with legislation, regulation, policy and other relevant directives. Including health and safety, anti-fraud and bribery and, data protection and equalities;
- Leading, managing and empowering the Housing Team to deliver a professional, high-quality, efficient and responsive service;
- Recruiting, managing, and developing staff, including agreeing on targets, performance review and management;
- Providing leadership and direction to the Housing Services Team to Ensuring they deliver a high quality, effective and efficient service that meets to achieve organisational objectives and delivers the right outcomes for customers;
- Ensuring regular and effective communication with the Housing Services Team on an individual and collective basis;
- Supporting the personal and professional development of the Housing Services Team with the support of HR e.g., annual performance reviews, staff training, personal development/welfare

and attendance management;

- Developing and implementing Service Development and Improvement Plans, Project Plans, and procedures; managing and monitoring plans and performance effectively to Ensuring targets and outcomes are measured and achieved;
- Setting budgets, managing allocated budgets and other resources, and contribute to regular Financial Business Plan reviews;
- Ensuring excellent customer care and proactively working in partnership with customers. Developing and supporting how we engage with customers to Ensuring feedback and shape service delivery and performance standards;
- Ensuring effective communication; in plain language, both internally and externally to Ensuring people are informed, engaged and find it easy to access our services, understand our decisions, and that we provide clear information on costs and value for money;
- Ensuring customer complaints are dealt with to target standards, including second stage review including full written responses, review and application of learning. Where possible, demonstrate a commitment to front line resolution;
- Maximise the use of ICT to improve efficiency, increase productivity and develop services;
- Producing accurate and timely performance information and data, including information required for statutory and regulatory returns;
- Work with internal and external auditors and consultants on providing management information and data, feedback, and written comments; attending Audit & Risk Committee as required
- Producing reports and presentations for Boards, Committees, Short Life Working Groups, and any other seminars and attend as required;
- Contributing to strategy, policy and business development, organisational and cultural change, as a member of the Management Team. Support the Leadership Team; and develop strong internal and external partnerships to support the achievement of our objectives and enhance PHA's reputation
- Managing and administering relevant housing management contracts including compliant procurement and contract management.
- Any other duties as required.

PERSON SPECIFICATION

Requirement	Value	
	Essential	Desirable
1. Education and Qualifications		
<ul style="list-style-type: none"> Educated to degree level or equivalent experience to demonstrate skill set is essential 	✓	
<ul style="list-style-type: none"> CIH professional qualification- may be substituted in exceptional cases where substantial direct relevant experience and appropriate skill set can be demonstrated. Commitment to work towards relevant professional qualifications is required 	✓	
<ul style="list-style-type: none"> Commitment to work towards relevant professional qualifications and continuing professional development is required. 	✓	
2. Skills and Competencies		
<ul style="list-style-type: none"> A dynamic self-starter who thrives on change, learning and innovation and is committed to continuous improvement 	✓	
<ul style="list-style-type: none"> Ability to manage significant budgets and projects within timescales to meet projected costs and quality standards and deliver on value for money 	✓	
<ul style="list-style-type: none"> Excellent interpersonal skills and ability to work in existing partnerships and the development of new partnerships 	✓	
<ul style="list-style-type: none"> Excellent written, verbal and numerical communication, including the use of plain language, preparation and presentation of complex reports, data, policies and procedures for a variety of audiences 	✓	
<ul style="list-style-type: none"> Excellent ICT skills, including use of Microsoft Office applications to draft emails, reports, letters, presentation materials 	✓	
<ul style="list-style-type: none"> The use of Homemaster or similar Housing Management Software 		✓
<ul style="list-style-type: none"> Ability to measure and manage performance utilising housing management software and databases 	✓	
<ul style="list-style-type: none"> Ability to interpret and apply housing legislation and regulatory requirements 	✓	
<ul style="list-style-type: none"> Awareness and experience of completing statistical regulatory reports 	✓	
<ul style="list-style-type: none"> Project management skills 	✓	
<ul style="list-style-type: none"> Delivering excellent customer service 	✓	
<ul style="list-style-type: none"> Performance and efficiency driven and understanding of frameworks and quality assurance processes 	✓	
<ul style="list-style-type: none"> Working with change, dedicated to learning and development 	✓	
<ul style="list-style-type: none"> Holistic decision making ability and ability to think across the business. 	✓	
3. Experience and Knowledge		
<ul style="list-style-type: none"> Experience in a housing organisation, of managing and motivating others 	✓	

• Experience in maximising rental income; including ensuring the effective management and recovery of current and former tenant arrears	✓	
• Working knowledge of delivering housing management services, customer engagement, and delivering on customer satisfaction and relevant legislation and regulation	✓	
• Lead, manage and empower a Team to deliver a professional, high-quality, efficient and responsive service.	✓	
• Proven experience in setting and achieving challenging and SMART targets and driving performance improvement through others in a continuous improvement environment	✓	
• Track record of renewing and shaping policies and services	✓	
• Experience of working with customers to obtain and use feedback and improve services	✓	
• Experience of working with governing bodies would be an advantage		✓
• Working knowledge of procurement and contract management would be an advantage		✓
• Identifying risks to the business and implementing mitigations		✓
• Delivering successful outcomes for customers through the implementation of cross-team working	✓	
• Understanding of housing sector governance and ability to interpret complex governance and regulatory requirements		✓
4. Other Requirements		
• Can commit to evening and weekend work when required	✓	
• You are also required to undertake any other duties within your capabilities as may be reasonably required	✓	
• A positive professional role model with an enthusiastic attitude and 'can do' mindset	✓	
• Implement a positive working environmental and culture, working in partnership with others.	✓	