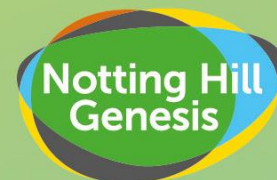


# Housing Delivery Manager – Care & Support



Working better together  
for our residents

## > Operations > Care & Support

### What's it all about

You will be the housing service lead for a defined patch of supported, sheltered or extra care housing in C&S. You will be accountable for ensuring excellent housing management on your patch which, crucially, takes into account the needs and vulnerabilities of customers and puts them at the heart of service delivery.

### How you'll make a difference

You will lead a team of staff to deliver excellent quality services, taking responsibility not just for the housing KPIs, but also the creation of supportive places that make a difference to residents' lives. You will manage the team and maintain strong relationships with care and support providers, local commissioners and other relevant stakeholders to ensure services deliver on all its targets.

### How you'll do it

#### People management

- Establish a culture of respect, professionalism and great customer service in your business area that aligns with our corporate values.
- Lead and manage a high performing and professional team, ensuring they receive appropriate development and supervision
- Support front line staff to understand their roles, develop skills and progress.
- Performance manage staff as required.
- Lead on recruitment and selection of staff and where appropriate volunteers & apprentices in line with our policies and procedures
- Involve staff in setting team priorities and sharing knowledge.
- Where your team identify issues at service level, support them to take action and where appropriate lead on complex cases yourself.

#### Person-centred housing delivery

- Ensure your schemes are homely places where customer needs can be safely be met.
- Ensure customers are given flexible, supportive help to manage their tenancies successfully.
- Regularly consider the effectiveness of services, staffing, building facilities, equipment and external relationships using your knowledge and resources to improve provision in line with agreed C&S approaches.
- Support your staff to implement new policies and procedures around risk management procedures, welfare checks and other systems and practices appropriate to the services in your patch.
- Develop relationships with key local stakeholders which enhance services for customers, increase referral rates and reduce voids.
- Manage complaints for your patch and be lead handler for complaint reviews ensuring responses are given on time and resolved quickly to the customers' satisfaction where possible.
- Ensure you and your team are alert to safeguarding concerns, following NHG policy and practice; working in partnership with appropriate agencies to respond.
- Promote understanding of the care and support contracts delivered on different sites with your team, ensuring your staff work flexibly to assist care and support providers as far as possible within NHG policy.
- Assist your staff to identify resources and mechanisms to deliver activities programmes that enrich customers' lives.
- Ensure your services meet and exceed KPIs including financial, people, quality, complaints, customer satisfaction, staffing levels & housing.
- Ensure your services are inspection ready, compliant and achieve excellent internal/external inspections results for all housing related services.
- Ensure you and your teams make best use of relevant IT systems, ensuring all

data is correct, up to date and well utilised.

### Property management

- Prioritise customer and staff safety, ensuring our policies and procedures related to health and safety, lone working, risk management and fire safety are diligently followed.
- Inspect the condition of each service you oversee regularly and ensure your team take necessary action to keep services clean and free of hazards or risks.
- Monitor referrals and make links to ensure your services are known and in demand.
- Where you have concerns related to extended voids, or breakdowns in SLAs with care or support providers, take action to resolve issues and escalate serious concerns to your manager.
- Ensure the repairs service provided is delivered on time, in budget and ultimately to your customers' satisfaction. Work to resolve issues and where needed escalate concerns.
- Work with repairs colleagues and contractors to resolve complex repairs in a timely manner.
- Set service charges for all properties in your remit, using the information provided by the rents and service charge team, previous year budgets and staff and customer feedback.
- Be responsible for ensuring service charges budgets are set correctly and monitoring them to recover all eligible costs.
- Attend consultation with customers for service charges and other areas, supporting your staff members to take a lead on presenting charges clearly to customers.

### Financial metrics

- Effectively manage and take responsibility for the income and expenditure for all properties on your patch delivering financial targets and flag schemes which are underperforming.

- Lead on annual budget setting for your patch and manage the services to deliver to those budgets.
- Contribute to the C&S service business planning process as required.
- Authorise purchase order from your budget ensuring you work within the financial regulations and get the best value from our suppliers and contractors.
- Take responsibility for recovery of debt, determining when to refer cases for legal action or specialist advice.

### General

- Take part in quality improvement programmes including participating in and undertaking audits of services similar to yours.
- Ensure you and your team follow the financial regulations, procurement policy and all other policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that all staff understand and have been trained on safeguarding adults
- Have an understanding of the 2014 Care Act and how it applies to your scheme
- Ensure lone working risk assessments and procedures are in place and followed
- Ensure Business Continuity Plans are in place and reviewed every 6 months
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please refer to the framework. [\(LINK\)](#) This role is at **staff** level

**Essential knowledge, experience and skills including qualifications and professional membership**

- Significant housing management experience.
- Experience supervising / managing and appraising people who provide customer facing services
- Strong understanding of vulnerable people and their housing needs
- Experience of building and developing relationships with partners and stakeholders e.g. commissioners, contractors, local charities for the benefit of the business and to continually improve service
- Experience of working with or directly delivering support services to customers with similar needs to those within this remit
- Strong interpersonal skills; friendly, approachable, professional
- Clear, concise and accurate written and verbal communication skills
- Able to maintain sensitive information appropriately
- Able to apply relevant legislation, policy and best practice
- Effective IT skills including the ability to manipulate data in MS Excel to analyse finances/KPIs. Strong knowledge of all MS Office applications
- Specialist knowledge and understanding of the particular needs of the customer group
- Knowledge of contemporary models and theories underpinning excellent support to the customer group
- Demonstrable knowledge of social housing management procedures and housing law
- Demonstrable understanding of law, national policy and best practice in housing related support or care
- Able to interpret budgets and management accounts
- Negotiation and dispute resolution skills
- Essential: Numeracy and literacy skills equivalent to NVQ2 qualification.
- Desirable: Leadership or management qualification
- Desirable: NVQ Level 5 in Social Care or similar
- Enhanced DBS Disclosure