

## > Operations > Supported and Temporary Housing

### What's it all about

Within the Business Development team and reporting to the Portfolio Lead, as a Portfolio Manager you'll play a vital role in ensuring the stability and quality of our Temporary Housing portfolio. Taking ownership of your allocated area you will secure lease renewals and procure new properties to maintain the size of your patch. You will be responsible for assessing and improving the quality of homes within your portfolio.

You'll build strong relationships and actively seek and deliver opportunities for new business, negotiating to secure the best financial deals and maximising income for the properties within your portfolio.

You'll work collaboratively with colleagues across operations and NHG to deliver high quality homes for our residents and excellent services for existing and prospective landlords.

### How you'll make a difference

#### Expected Outcomes:

- Ensure you secure lease renewals, retaining only high-quality properties and improving poorer quality properties prior to lease renewal through property inspection and listening to resident concerns.
- Ensure the removal of properties from the portfolio where quality cannot be improved.
- Deliver new properties of a high standard into the portfolio & proactively seek out new opportunities with reputable landlords.
- Deliver a portfolio which truly considers the needs and expectations of our residents.
- Maximise income by securing sound financial arrangements through negotiation and identifying opportunities to increase income.
- Deliver and retain good quality, safe and compliant homes within your portfolio.

### How you'll do it

#### Operational:

- Be responsible for the renewal of leases within your portfolio, including void properties, working in partnership with colleagues and landlords to develop plans and timelines for property improvement.
- Undertake inspections of properties prior to renewal, collaborating with colleagues and residents to understand concerns, condition and suitability of homes to remain in the portfolio.
- Proactively drive new business to procure and deliver high quality new properties into the portfolio, providing desirable homes for residents.
- Devise and deliver effective advertising and marketing strategies to deliver new homes into the portfolio.
- Monitor your portfolio size and adjust focus accordingly to stabilise the portfolio.
- Build and maintain strong relationships with Local Authorities and external partners to respond proactively to demand.
- Deliver strong financial arrangements through excellent negotiation and maintaining commercial awareness.
- Maintain excellent market knowledge in order to deliver on KPI's and support with informing strategy.
- Advocate on behalf of our residents for high quality homes within the portfolio.
- Collaborate with colleagues across Operations to provide excellent services for all customers where properties are being removed from the portfolio.

- Maintain data accuracy, attention to detail and timely provision of information across the business to deliver great services.

## General:

- Take ownership of your own development, and learning, including obtaining professional qualifications.
- Ensure you at all times are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
- Foster positive internal working relationships with other operations directorates and across NHG.
- Collaborate with others to deliver specific projects or service improvements.

## 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. This role is at officer level.

### Essential knowledge, experience and skills including qualifications and professional membership.

#### Essential:

- Excellent interpersonal and verbal and written communication skills.

- Tenacity, resilience, and problem-solving skills.
- Excellent investigative, influencing, and negotiating skills.
- A customer-focused mindset & passion for providing good homes.
- Effective team collaboration skills.
- Evidence of building and maintain strong relationships.
- Demonstrable accuracy, and a systematic and thorough approach to record keeping, document control and filing.
- Ability to meet deadlines and demonstrate attention to detail.
- Up to date working knowledge of the private rental sector and extensive experience of negotiation and securing new business.
- Good knowledge of building construction including an ability to recognise defects and appropriate remedies.
- A commercial mindset and evidence of securing sound financial arrangements.
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.