

Housing Delivery Manager

Care and Support

| Overview | |
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| Role Purpose | <p>Care and Support (C&S) aspires to be the leading provider of supported and sheltered housing within NHG's geographical footprint, playing a key role in reducing the challenges our residents face.</p> <p>You will be the housing services lead for a defined patch of supported or sheltered housing in C&S. You will be accountable for ensuring excellent housing management services which, crucially, places the needs of customers at the heart of service delivery.</p> |
| Responsible for | You will lead a team of staff to deliver excellent services, taking responsibility not just for the housing KPIs, but also the creation of supportive places and communities that make a difference to residents' lives. You will manage the team and maintain strong relationships with relevant stakeholders to ensure services deliver on all targets and objectives. |
| Reports to | Regional Business Manager |
| Line management | Supported Housing Officers and Project Workers (where appropriate) |
| Tier | 7 |
| Expectation Level | Operations Manager |
| Role relationships | |
| Internal | Directors' Management Team, Assets and Regeneration teams including repairs, Finance, Rents and Service Charge team, Tenancy Support/Welfare Benefits |
| External | Residents, Contractors, local authorities including commissioners, adult social care, MPs and Councillors, as well as other partner organisations. |

| Role accountabilities | |
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| People management <ul style="list-style-type: none"> Establish a culture of respect, professionalism and great customer service in your business area that aligns with NHG's corporate values and priorities Lead and manage a high performing and professional team, ensuring they receive appropriate development and supervision. Support operational 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 and apprentices, in line with corporate policies and procedures Involve staff in setting team priorities and sharing knowledge. Where your team identify issues at service level, support them to act, and where appropriate lead on complex cases yourself. Be a role model for your team and for C&S by being a manager who demonstrates NHG expectations, creating an effective team that delivers great services | |
| Person-centred housing delivery <ul style="list-style-type: none"> Ensure customers are given flexible, supportive help to manage their tenancies successfully. | |

Role accountabilities

- 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 and corporate priorities
- 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 and working in partnership with appropriate agencies to respond.
- Promote understanding of support contracts, ensuring your staff work flexibly to assist 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 and housing.
- Analyse resident feedback to understand trends and the need for change and improvement – and work to achieve these
- Ensure your services are inspection ready, compliant and achieve excellent inspection results for all housing related services.
- Ensure you and your teams make best use of IT systems, ensuring all data is correct, up to date and well utilised.

Property management

- Prioritise customer and staff safety by 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, take action to resolve issues, escalating serious concerns to your manager.
- Ensure the repairs service provided is delivered on time, in budget and ultimately to 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 meetings 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 orders 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.

Role accountabilities

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 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 all staff understand and have been trained on safeguarding adults
- Ensure lone working risk assessments and procedures are in place and followed
- Ensure Business Continuity Plans are in place and reviewed every six (6) months
- Ensure you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)⁷

Essential

- Experience of delivering excellent customer services that meet individual needs
- Experience of delivering and exceeding on key performance indicators
- Significant housing management experience.
- Experience of supporting, motivating and coaching staff, and of appraising people who provide customer facing services
- Experience of staff management, including appraisals and performance management if required
- Able to work evenings/weekends if required to meet resident and/or organisational needs

Desirable

- Experience of building and developing relationships with partners and stakeholders for the benefit of the business, residents and to continually improve service

Skills

Essential

- Strong interpersonal skills; friendly, approachable, professional
- Excellent communication skills including report and presentation writing to management level and ability to represent the organisation effectively with external partners
- Effective IT skills and the ability to analyse data and put steps in place to improve services

Desirable

- Specialist knowledge and understanding of the needs of the customer group
- 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
- Strong knowledge of all MS Office applications

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| <ul style="list-style-type: none"> • Able to maintain sensitive information appropriately • Demonstrable knowledge of social housing management procedures and housing law | |
| Qualifications and/or professional membership | |
| Essential | Desirable |
| | <ul style="list-style-type: none"> • CIH, IRPM or equivalent qualification or degree • Leadership or management qualification |

| NHG Expectations |
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| <p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is an operations manager expectation level and therefore you should refer to the operations manager expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p> |

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

| Safeguarding | |
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| Any appointment to this post is conditional upon and subject to: | Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS) |