

## What's it all about

# Agency Contracts Manager

As a Agency Contracts Manager you will lead, manage, and inspire a team of agency officers dedicated to delivering exceptional services to our residents and partner agencies. They should understand resident needs, take ownership of issues, see tasks through to completion and advocate for customers. Oversee management of the agency portfolio, ensuring agents comply fully with their contracts with NHG and are good housing managers, as representatives of the landlord

Beyond team management, you will act as an ambassador for residents, driving positive change within NHG for their benefit.

As the go-to subject matter expert, your expertise is invaluable in leading your teams through complexity, compliance, risk management, contract management relationships, balancing customer and business needs to deliver for both.

## How you'll make a difference

### Expected Outcomes:

- Mobilise your team to prioritise customer focus, professionalism, and passion, leading to increased customer satisfaction and enhancements in NHG homes.
- Advocate for residents and your team, working with Agents driving effective changes in service delivery that will result in continuous improvements.
- Collaborate internally and externally, fostering a culture of continuous improvement for both you and the services you provide.
- Lead, manage, coach, and motivate a team of officers to deliver high-quality services to residents and Agents.
- Ensure the appropriate systems are in place to assess managing agents to provide business assurance and provide mitigations where appropriate. residents.
- Support your team in handling complex matters and lead on these when necessary for the Senior Management Team (SMT).
- Lead the delivery of the vision across six key areas of the Customer Strategy, ensuring your team excels in all Key Performance Indicators (KPIs).
- Ensure of all aspects of repairs and building safety are followed through to completion. Work with Agents to ensure residents live in a safe homely environment.

## How you'll do it

### Leadership:

- Establish and maintain a culture of service improvement, supporting your team to deliver our KPIs and evolving customer needs.
- Advocate for customers, leading by example to demonstrate a commitment to excellent customer service.
- Managing relationships with key stakeholders and partners, promoting and representing NHG at the appropriate levels.
- Constantly challenge yourself and others to achieve better customer outcomes in line with our customer strategy.
- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy.

- Provide relevant senior level advice and guidance as required. In addition, seek approval where necessary.
- Work with commissioning authorities and management agents to agree client groups and appropriate housing management contracts for our properties.
- Maximise income and minimise risk to NHG and our customers, ensuring appropriate checks and controls are in place.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place.
- Oversee the management of the agency managed portfolio ensuring agents comply fully with their NHG contracts and are good housing managers representing NHG.
- Ensure every team member has a clear and tailored objective and learning plan to support their individual development.

#### **Operational:**

- Lead your team to ensure we are achieving Better Connections with our residents, Agents and stakeholders. through meeting KPI's.
- Be accountable and accessible to our residents and agents, listen to them, and balance their needs and that of NHG.
- Use customer satisfaction data, contract liaison meetings and annual inspection feedback to understand drivers of dissatisfaction within your team and put steps in place to improve.
- Ensure income collection is maximised and accounts are reconciled in line with expectations.

- Work with internal/external partners to ensure the appropriate rents and service charges are set in line with NHG's policies and relevant legislation.
- Ensure our residents and homes are safe, through maintaining oversight on repairs, ASB, incidents and safeguarding, making sure your teams are working in line with our procedures and logging on the appropriate systems.
- Work with the repairs team to plan and deliver asset improvements across our portfolio.
- Review the management contracts and leases, producing a business case to recommend termination of contracts, service closures, or changes to management agents ensuring value for money.
- Develop and maintain strong external relationships with stakeholders, including local authorities, Cllr's, and MP's. In addition, ensure you and your team respond within agreed timelines.
- See through to satisfactory completion escalated customer issues, and ensure lessons are learnt.
- Identify and mitigate risks within your work, escalating issues transparently where necessary.

#### **General:**

- Recruit, train, and induct new starters within your team, ensuring your team remains up to date on all mandatory training.
- Manage your team, including performance management procedures, disciplinary and grievance policies are followed quickly when needed. Lead and/or on any relevant investigations or hearings as required.

- Ensure you and your team 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 within Operations and across NHG. Be an engaged member of the operational management team, offering support, training, and assistance to your peers and senior leaders as required. Emphasise collaboration, avoiding silos, and working collectively to achieve better outcomes.
- Actively participate in the management team, bringing curiosity to ensure continuous improvement is achieved. Encourage a mindset of exploration and innovation within the team.
- Ensure you and your team in partnership with the management agent represent the resident voice when needed and deliver a consistent NHG voice back to them.
- When needed, work with others to deliver specific projects or service improvements.
- Clear expectations for your team to ensure excellence is achieved across all aspects of their roles, reviewing performance targets, while living our customer strategy.
- Manage service risk by working with your manager and team to share information, report concerns and develop effective risk mitigation plans; support colleagues and managers to respond appropriately to emergencies.
- Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems.
- Ensuring there are appropriate levels of staff cover in your team.

- Ensure your team implement an empathic approach when working with customers, Agents and stakeholders to ensure the unmet, unarticulated needs of our customers is at the forefront of our agenda.

## 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 manager level.

## Knowledge, experience, and skills:

### Essential:

- Proven leadership in exceeding KPIs and delivering excellent services to residents.
- Experience of overseeing management agreements for a landlord or delivering on management agreements as the managing agent with an eye for detail.
- Understanding of customer needs in supported housing and the impacts on housing management.
- Experience of managing conflict between stakeholders.



Working better together  
for our residents

- Good understanding of the rent setting process.
- Strong leader, able to effectively motivate a team with conflicting priorities and a high workload.
- Excellent communicator who can bring together diverse stakeholders to resolve complex issues.
- Effective IT skills including advanced MS Office skills
- Successful staff development and performance management experience.
- Proficient in spoken and written English, with strong report-writing skills for senior leaders.
- Demonstrated adaptability, leading teams through ongoing change and react promptly to changing priorities.
- Mature and flexible approach with high emotional intelligence and composure under pressure.
- Strong organisational, time, and resource management capabilities.
- Evidence of excellent service improvement achievements in a customer- focussed environment.
- Skills of diplomacy, negotiation, political sensitivity, and the ability to communicate effectively with a diverse range of people.
- Strong financial and budget management skills.
- 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.

**Desirable:**

Relevant qualification in housing or management background.