

# Portfolio Lead (Temporary Housing)



Working better together  
for our residents

## > Operations> Supported and Temporary Housing

### What's it all about

Within the Business Development team and reporting to the Head of Business Development, as the Portfolio Lead for our Temporary Housing business you will lead, manage and motivate a team to maintain a high-quality portfolio of properties. You will be responsible for leading your team to maximise income to the business, through relationship building, contract negotiation and delivering legal services to support operational colleagues across the directorate. You will ensure a professional service and smooth entrance and exit from the portfolio for all customers.

### How you'll make a difference

#### Expected Outcomes:

- Ensure your team secure lease renewals, retaining only high-quality properties and improving poorer quality properties prior to lease renewal.
- Oversee the removal of properties from the portfolio where quality cannot be improved.
- Lead your team to procure new properties of a high standard & proactively seek out new opportunities with reputable landlords.
- Support, coach and mentor your team to deliver a portfolio which truly considers the needs and expectations of our residents.
- Ensure customer satisfaction through delivering an effective legal service.
- Ensure the service protects and maximises income for the business, securing the best financial arrangements and swiftly progressing legal action for arrears when needed.
- Support and motivate your team to find a solution where blockages to improving quality or delivering legal services arise.

- Ensure the team are delivering and retaining good quality, safe and compliant homes within the portfolio.

### 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.
- Constantly challenge yourself and others to achieve and deliver better quality homes in line with our customer strategy.
- Provide relevant senior level advice and guidance as required.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place.
- Ensure every team member has a clear and tailored objective and learning plan to support their individual development.

#### Operational:

- Foster strong relationships across Operations and NHG to understand the ongoing suitability of homes within our portfolio. Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy.
- Ensure your team inspect properties, develop plans where quality needs to be addressed and see works through to completion ensuring resident satisfaction.
- Ensure your team deliver high quality new properties into the portfolio, providing desirable homes for residents.
- Actively explore opportunities for new business & work with the Head of Business Development to explore & deliver properties into the portfolio.

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- Develop and maintain strong relationships with external partners and Local Authorities
- Monitor portfolio size and team activity and adjust team focus accordingly to stabilise the portfolio.
- Lead commercial negotiations to secure sound financial arrangements for the business.
- Be responsible for horizon scanning and identifying potential new business opportunities.
- Ensure the delivery of a well-run & efficient legal service.
- Keep abreast of government policy, flagging where this could impact portfolio size, our ability to meet legal obligations in our agreements or our income streams including affordability for residents.
- Be accountable for data accuracy across your team.

## General:

- Carefully monitor expenditure against available budgets. Ensure that appropriate checks and controls are in place, to achieve confidence in spend against monthly budget plans and financial forecasts.
- 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 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.

- Set clear expectations for your team to ensure excellence is achieved across all aspects of their roles, reviewing performance targets, while living our customer strategy.
- When needed, work 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 Manager level.

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

#### Essential:

- Proven leadership in exceeding KPIs and delivering excellent services to residents.
- Successful staff development and performance management experience.
- Demonstrated adaptability, leading teams through ongoing change.
- Evidence of excellent service improvement achievements in a customer- focussed environment.
- Skillful workload management in a flexible and adaptable manner.

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- Excellent interpersonal and communication skills, fostering effective collaborations.
- Evidence of building and maintaining strong relationships with external stakeholders and partners.
- Strong organisational, time, and resource management capabilities.
- Passionate about maintaining excellent standards for customer benefit.
- Proven skills of diplomacy, negotiation, political sensitivity, and the ability to communicate effectively with a diverse range of people in a variety of complex situations.
- Proficient in spoken and written English, with strong report-writing skills for senior leaders.
- Intermediate Microsoft Office skills for drafting complex correspondence and reports.
- Demonstrable commerciality and strong financial and budget management skills.
- Up to date working knowledge of the private rental sector and extensive experience of negotiation and securing new business.
- Excellent analytical skills with a proven ability to spot risks, trends and opportunities.
- Understanding of the statutory homeless sector and experience of temporary housing residents.
- 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.