

# Housing Delivery Manager

## Care and Support

Overview	
<b>Role Purpose</b>	<p>Care and Support (C&amp;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&amp;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>
<b>Responsible for</b>	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.
<b>Reports to</b>	Regional Business Manager
<b>Line management</b>	Supported Housing Officers and Project Workers (where appropriate)
<b>Tier</b>	7
<b>Expectation Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	Directors' Management Team, Assets and Regeneration teams including repairs, Finance, Rents and Service Charge team, Tenancy Support/Welfare Benefits
<b>External</b>	Residents, Contractors, local authorities including commissioners, adult social care, MPs and Councillors, as well as other partner organisations.

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

## 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)<sup>7</sup>

#### 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

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

<b>NHG Expectations</b>
<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	
Any appointment to this post is conditional upon and subject to:	Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)