

# Agency Contracts Officer Temporary & Supported Housing

## Overview

<b>Role Purpose</b>	<p>Care and Support (C&amp;S) aspires to be the leading provider of supported housing within NHG's geographical footprint, playing a key role in reducing the challenges our residents face.</p> <p>Our managing agents portfolio is a central part of our purpose: working with around 40 different agencies who support our most vulnerable residents in some 1,400 properties.</p> <p>Working as a part of a specialist team, you will be the named contact for around 9 different agencies and their staff. The key relationship manager for your patch, you will respond to agents' requests in line with NHG policy, advocating to ensure their residents' needs are met, managing expectations on all sides.</p> <p>You will proactively monitor and check all your agents meet NHG standards, conducting regular reviews of agents including regular visits to our properties. This is a highly varied role which changes daily.</p>
<b>Responsible for</b>	<p>&gt;Agency Managed agreements</p> <p>&gt;Rental income</p>
<b>Reports to</b>	Agency Contracts Manager
<b>Line management</b>	Not Applicable
<b>Tier</b>	8
<b>Level</b>	Colleague
<b>Role relationships</b>	
<b>Internal</b>	Senior C&S Managers, Regeneration & Assets, BID
<b>External</b>	Managing Agents, Commissioners, SHIP

## Role accountabilities

### Housing management

- To start, review and end housing management contracts with agents in partnership with commissioners and in agreement with your manager.
- Deploy an expert understanding of the housing management agreement, advising agents on contractual responsibilities.
- Ensure appropriate rents are set in all managing agent properties in line with NHG policy and relevant legislation.

## Role accountabilities

- Assess annual service charge budgets submitted by managing agents; authorise and set service charges and ensure deliver value for money.
- Calculate and advise managing agents of NHG's allowances, prepare and issue invoices to managing agents and work with Finance to collect payments due.
- Monitor and report on financial information on your patch, taking a cost control approach to ensuring expenditure is within the budget.
- Manage the handover process between agents including managing properties during void periods.
- Advise Asset Management, Maintenance Services and other parties within NHG regarding our contractual responsibilities.
- Ensure that repairs are raised and tracked appropriately so that agents' and customers' satisfaction continuously improves.
- Update NHG systems to ensure they are accurate and reflective of the current services in situ.
- As new systems are put in place, proactively oversee the repairs process, from the point at which a repair is raised through to closure.
- Work with the team to agree planned maintenance priorities across the managing agents portfolio.
- Monitor schedules and programmes to ensure your schemes have the right compliance certifications in place at all times.
- Ensure agents promptly complete all H&S actions they are responsible for, including fire risk assessment actions.
- Take appropriate action to ensure a high standard of service to residents while safeguarding NHG's financial, legal and reputational interests.
- Provide/seek legal advice on breaches of occupancy agreements and authorise legal action to be taken by managing agents on NHG's behalf.

## Relationship management with agents

- Manage the relationship and contract between NHG and the managing agents, ensuring compliance with legislation, regulation and contractual requirements.
- Check the quality of managing agents service delivery through a regular monitoring programme; including but not limited to conducting visits/inspections of each property on your patch at least annually, reviewing performance information submitted by agents in line with best practice (e.g. completion of fire risk actions, number of evictions). This will include viewing individual flats to ensure agents are providing a service which meets our standard.
- Ensure all your agents have up to date management agreements.
- Adhere to all NHG policies and procedures including lone working procedures.
- Inform managing agents of any changes in practice and our requirements (e.g. fire safety legislation, rent setting, etc).
- Support your agents to access certificates and other evidence they need for their monitoring regimes.
- Proactively solve problems, working with managing agents and colleagues to identify solutions most appropriate to their service delivery.
- Agree and monitor action plans arising from the monitoring programme and keep your manager informed of any risks.
- Lead regular forums for managing agents, feeding back trends and sector insight to C&S colleagues.
- Highlight good news stories in our managing agent schemes to the wider business.

## Strategic support

- Keep abreast of changes to C&S practice and policy by working with the team, partners (e.g. SHiP) and C&S colleagues.
- Speak to your managing agents about their plans, business ambitions and intentions to inform the services we provide to them and other managing agents.

## Role accountabilities

- In agreement with your manager, liaise directly with commissioners to establish their intentions and act as a representative for NHG on day to day matters.
- Work with your manager to make recommendations about our relationships with specific managing agents and local authorities, including e.g. serving notice, extending or expanding our relationships.
- Participate and, where appropriate, lead projects to review aspects of the way we work.
- Support your manager to develop and implement procedures to regularise standards across the agency managed patch.
- Liaise with Assets and Regeneration to gather information around covenants on our properties so that commissioners and providers are informed upfront about any building use restrictions.
- Where appropriate, work in partnership with the managing agent and colleagues in general needs coordinate move on of customers from the agency managed properties.
- Identify new ways for NHG to support managing agents to the benefit of our customers and the business.

### Team Working

- Work with your manager and team to develop a set of Key Performance Indicators for the team each year including but not limited to: resident satisfaction, managing agent satisfaction, income collection and occupancy
- Cover colleagues during annual leave, holiday and sickness as required.

### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that 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.

Involve customers wherever possible in the work of C&S.

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)

#### Essential

- Strong knowledge of the supported housing sector and housing management processes at a large Registered Provider (RP).
- Strong understanding of management agreements and experience of these in action as either the landlord or provider.
- Understanding of customer needs in supported housing and the impacts on housing management.
- Experience of managing conflict between stakeholders.

#### Desirable

Experience of managing new stakeholders and building a productive business relationship.	
<b>Skills</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Excellent communicator who can bring together diverse stakeholders, influence decisions and manage expectations.</li> <li>• Strong numeracy skills.</li> <li>• Able to work quickly, organising and summarising large amounts of information.</li> <li>• Able to work flexibly, managing deadlines and competing priorities.</li> <li>• Effective IT skills including intermediate MS Office skills</li> </ul>	
<b>Qualifications and/or professional membership</b>	
<b>Essential</b>	<b>Desirable</b>
<p>Degree level or similar professional experience.</p> <p>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.</p>	
<b>NHG Values and Behaviours</b>	
<p>NHG Values and Behaviours serve as a guiding framework for our staff and helps us understand how our values should be visible in everything we say and do. They outline what we expect from our staff at different levels across the organisation.</p> <p>This role is an <b>Colleague</b> level and therefore you should refer to the <b>Colleague</b> behaviours in addition to this role profile.</p> <p>The full list of NHG Values and Behaviours 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)