

ROLE PROFILE

POSITION	Head of Housing Services	GRADE	Senior Manager
TEAM	Operations / SLT	LOCATION	Coastline House
VERSION	2	LAST UPDATED	November 2018

PURPOSE OF ROLE	To provide effective operational leadership, management, organisation and control in the provision of consistent, high quality and customer responsive housing management, care and support services to ensure achievement of the Company's corporate objectives.
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KEY ACCOUNTABILITIES

1. To ensure that the front line housing services are delivered in line with the Company's Strategic Plan, policies and procedures, meeting standards for quality, time and responsiveness being innovative and entrepreneurial in terms of service delivery.
2. To lead the Company's housing and support services and related functions in a professional manner that ensures that business objectives are met.
3. Drive, develop and maintain the delivery of the Company's housing strategies including Customer Access, Income and Homes and Communities.
4. Work in partnership with other organisations and establish formal agreements to improve the quality of life for customers. Monitoring outcomes and improving services to meet customer needs.
5. Lead and manage the Housing Care and Support Services Teams effectively and ensure the best use of resources.
6. Manage and oversee all front line housing services, older persons, extra care, homeless, customer services and involvement activities, ensuring the delivery of high quality, cost-effective service, which meet key performance indicators and standards for customer response.
7. Prepare, manage and gain approval for related annual budgets, thereafter ensuring that all income and expenditure is monitored and controlled within budget, procedures, levels of authority and audit requirements.
8. Deliver high quality, timely management information for presentation to ET and the Board.
9. To contribute to the planning, resource and cost effectiveness of the Company through corporate and operational plans and objectives.
10. To ensure regulatory and legal compliance for all related activities, within the required

timescales. This includes the Care Quality Commission (CQC) Fundamental Standards and the Quality Assessment Framework (QAF).

11. Manage the Risk Map in respect of Operational Housing and Support services.

GENERAL OBLIGATIONS

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Director of Housing, Assets and Communities; and
- Responsible for 3 direct reports and approximately 80 operational staff.

CONTACTS

Internal

- 3rd Tier Managers
- Senior Leadership Team
- Executive Team
- Human Resources Team

External

Customers, clients, representatives, local authorities, housing associations, Government agencies, Social Services, Solicitors, Police authority and voluntary organisations.

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> HNC level education or above 	<ul style="list-style-type: none"> Membership of a professional body related to Housing Services
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> 3 years in a Senior Management role delivering broad based housing services Understanding of modern housing legislation Experience in the management of staff Performance reporting Preparation of Budgets Good working knowledge of Microsoft Office 	<ul style="list-style-type: none"> Housing Association experience Computer literate CRM system experience Care Quality Commission fundamental standards
Job Related skills	<ul style="list-style-type: none"> Leadership & motivation of Staff Sound analytical and numerical skills Able to plan and manage efficiently and flexibly Able to communicate successfully with a wide range of organisations and people Influencing skills, with proven ability to work with others and achieve results 	<ul style="list-style-type: none"> Knowledge of Alms House legislation
Personal Skills	<ul style="list-style-type: none"> Commitment to working as part of a Team Open, honest and accountable Commitment to Equality and Diversity Commitment to Customer involvement and empowerment Commitment to customer service excellence 	<ul style="list-style-type: none"> Commitment to Social Housing

Other

- Driving licence
- Car driver
- Willingness to work flexibly
- Able to undertake travel out of county