

## Job Description

Title	Head of Housing Services	Responsible to	Director / Deputy Director
Salary	£48,897 to £51,305 EVH Grade 9 (SM1 – SM3)	Responsible for	Housing Management and Concierge Staff

## Summary

The Head of Housing Services (HHS) is responsible for the delivery of efficient and professional Housing Management and Concierge services. The HHS will ensure excellent service delivery, which is responsive to the needs of our tenants and will seek to continuously improve services.

The HHS has overall responsibility for the development and co-ordination of all strategies, functions, systems, policies and procedures, targets and budgets within the scope of Housing Management and Concierge services.

The HHS is part of the Senior Management Team reporting to the Director/Deputy and ultimately Management Committee.

## Key Aims

- Review and develop high quality internal housing management procedures and working with the team ensure a culture of continuous improvement.
- Have a strong knowledge of housing legislation, good practice and regulatory frameworks and apply this knowledge in the provision of services.
- Develop and implement effective performance management systems and frameworks to ensure that the Housing Management team excels in its delivery of service.
- Actively participating in organisational decision-making processes by assessing risk, budget setting and monitoring, policy developments and building and maintaining partnerships.
- Promote a culture of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy.
- Seek opportunities to develop the team, the service delivery and the approach used by the Co-operative to deliver an outstanding service to our tenants and residents.

## Operational Responsibilities

The management and delivery of a range of day to day housing management functions and associated services including:

- Allocations and void management
- Tenant support and sustainment

- Estate Management and anti-social behaviour
- Housing Advice and Housing options
- Rent collection and arrears control
- Tenant participation and consultation
- Associated services such as welfare rights, energy advice, financial inclusion, community engagement etc.
- Concierge services (24/7)
- Liaise with other agencies to develop, implement and monitor nomination agreements, including Section 5 referrals.
- Support staff in dealing with challenging cases including taking the lead role where appropriate.
- Assist in investigations including complaints at stage 1 & 2, anti-social behaviour and other topics by writing reports with findings and recommendations.
- Respond to relevant MSP and Elected Member enquiries.
- Contribute to the collection of data and customer feedback ensuring information on our tenants is accurate and updated periodically.

### **Leadership & Management**

- Lead the Housing Management team focusing on providing support, guidance and development to every member of the team.
- Monitor and evaluate staff performance, including assessment against KPI's, identify and report on training requirements and ensure that each member of staff is encouraged to maximise performance
- Where necessary, provide strong management in terms of managing under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures
- Ensure that staff are conversant with WWHC's policies, procedures, IT and service standards and put in place appropriate checks to ensure compliance
- Oversee and where appropriate allocate the work of Housing Management staff members and ensure excellent services are delivered in a timely and effective manner
- Motivate, encourage, manage and equip staff with appropriate support, welfare and resources to carry out their duties to the highest standard
- Develop a culture of continuous improvement and customer focus based on right first time
- Carry out regular one to one interviews and appraisal of housing management staff and support the development, learning and growth of colleagues
- Carry out regular team meetings and training sessions, sourcing external support where required
- Foster a culture of consistency in service delivery, seek out improvements, encourage teamwork, learning from each other, taking ownership, problem solving and innovation.

## Strategy, Performance & ICT

- Ensure compliance with legal, regulatory and best practice requirements.
- Ensure compliance with the Scottish Government's Social Housing Charter.
- Provide accurate verifiable and timely reports as required for regulatory and other reporting requirements including internal and external audit and Annual Return on Charter (ARC).
- Responsible for the production, analysis and reporting of statistics and performance information maintaining the accuracy of data on our IT systems.
- Monitor and report on performance and progress as required to the senior staff team, Director and Management Committee through the Performance, Assurance and risk Sub Committee.
- Assist with budget and rent setting and tenant consultation, business planning and monitoring of relevant areas, reporting any variance in line with WWHC's procedures.
- Develop and, maintain, productive partnerships, which support our business objectives, the values of WWHC and ensures compliance with statutory, legal and regulatory obligations.
- Act as the lead on internal audits and make any required service enhancements following on from recommendations provided.
- Lead on the formulation, review and development of strategies, policies and procedures for housing services functions, and ensure that any sub-Committee and Management Committee decisions are implemented effectively
- Be fully conversant with the Co-operative's computerised systems and ensure staff make best use of the system any associated equipment to provide the most effective housing service possible.
- In conjunction with other staff take responsibility to ensure the Housing Management software is utilised to its optimum efficiency and where appropriate implement and train other users.
- Ensure all related statistical databases are present and correct and report any difficulties to the Director or Deputy.

## General Responsibilities

- Comply with the remit and delegated authority of WWHC's Standing Orders, Rules, Policies, Procedures and Financial Regulations.
- Keep up to date on relevant housing, finance, and related legislation and policy at a local and national level.
- Attendance at training events, meetings and external user group meetings as appropriate, some of which will be out with normal working hours.
- Actively promote the Equality and Diversity Policy and practice as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Ensure that all records, manual and computerised, are kept up to date and in accordance with the Co-operative's Privacy Policy and procedures

- Contribute to WWHC's tenant information provision (newsletter, annual report etc.) ensuring relevant sections of the website are informative and up-to-date

The responsibilities may alter due to changes in service delivery requirements, legislative changes, new technology or other external factors and you may be required to carry out additional duties as allocated by the Director or Deputy Director.